



MULTIPATH **IP** USER MANUAL

INNER RANGE

For Version 5.0 Software

Inner Range / Fratech MultipathIP Client
User Manual: Revision 5.0

For MultipathIP Client software version 5.0

May, 2014

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Table Of Contents

INSTALLING THE INNER RANGE MULTIPATH IP CLIENT

INSTALLATION PROCEDURE

LOADING THE CONFIGURATION FILE

LICENSE KEYS

MULTIPATH IP CLIENT OPERATOR PERMISSIONS

STU PERMISSIONS

SYSTEM ADMINISTRATION

SYSTEM PERMISSIONS

SYSTEM ADMINISTRATION OPTIONS

LICENSE KEYS

CREATING / EDITING A USER

ADDING A NEW USER

DELETING AN EXISTING USER

EDITING AN EXISTING USER

CREATING / EDITING BUREAUS

INNER RANGE MULTIPATH IP CLIENT OVERVIEW

THE MULTIPATHIP CLIENT LAYOUT

HOME MENU

MONITORED & UNMONITORED STU'S

SORTING AND ARRANGING THE MONITORED AND UNMONITORED LISTS

SORTING BY COLUMN HEADER

REMOVING A COLUMN

ADDING / RESTORING COLUMNS

REARRANGING COLUMNS

GROUPING BY COLUMNS

REARRANGING COLUMN GROUPS

RESIZING COLUMNS

CONTROLLING STU

STU ENROLLMENT PROCESS

SERIAL STU, PREMIER STU & OMNILINK

COMMUNICATION METHODS

STU ENROLLMENT PROCESS - E-LINK

STU ENROLLMENT PROCESS - SKY TUNNEL DEVICE

STU DETAILS

STU DETAILS - STU PROGRAMMING

PRE-ENROLLING A STU

STU DETAILS - REMOTE CONTROL

INTEGRITI / CONCEPT AUTHENTICATION

ACTIONS

STU DETAILS - REMOTE CONTROL SKY COMMAND

STU DETAILS - PATH TEST

UN-ENROLING PARAMETERS

STU COMMUNICATION DIAGNOSTICS

STU DETAILS - ALARM PANEL PROGRAM INPUTS

46

STU DETAILS - ALARM PANEL MANAGE USERS

47

CONFIGURING A STU FOR USE AS AN ALARM PANEL

48

SYSTEM STATUS

50

MESSAGE VIEW

51

USING MESSAGE VIEW

52

PRINT PREVIEW

54

AVAILABILITY REPORT

56

UNDERSTANDING THE AVAILABILITY REPORT

57

CONFIGURATION OPTIONS

58

GLOSSARY

60

NOTES

61

NOTES

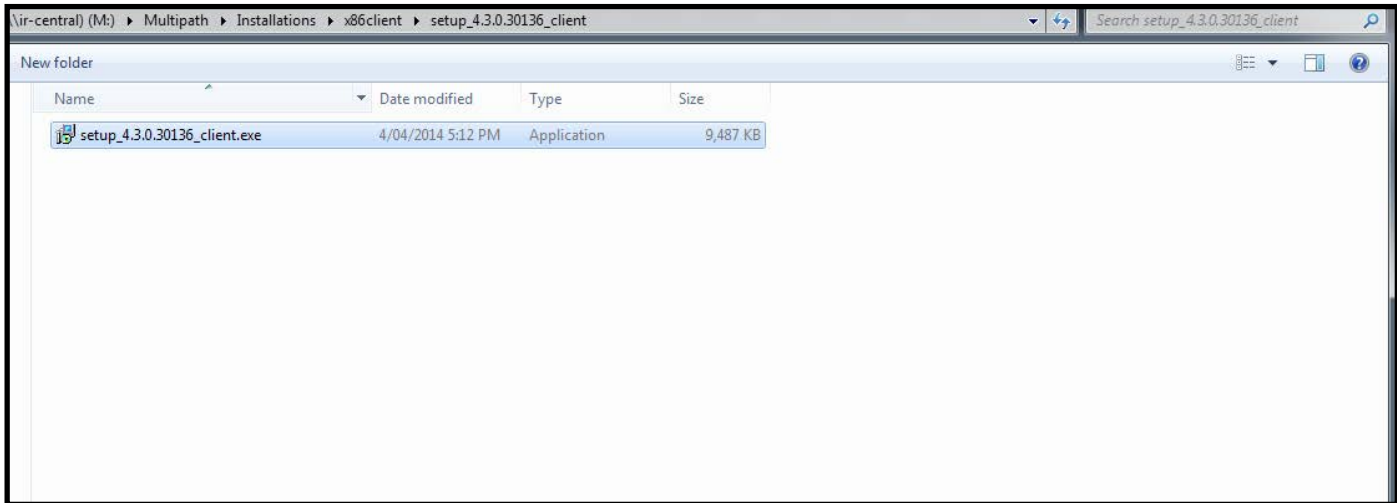
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INSTALLING THE INNER RANGE MULTIPATH IP CLIENT

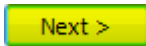
INSTALLATION PROCEDURE

The following procedure describes the process involved in installing and configuring the Inner Range / Fratech Client for first time use.

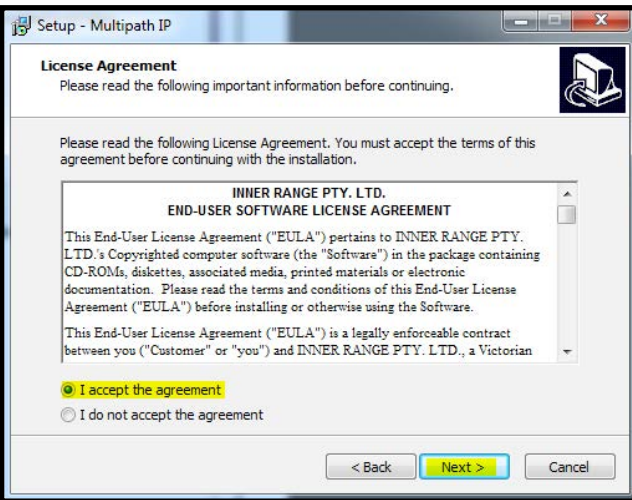
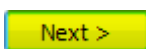
Start by locating and running the client setup package.



If any applications are running, close them and click Next to continue the installation .

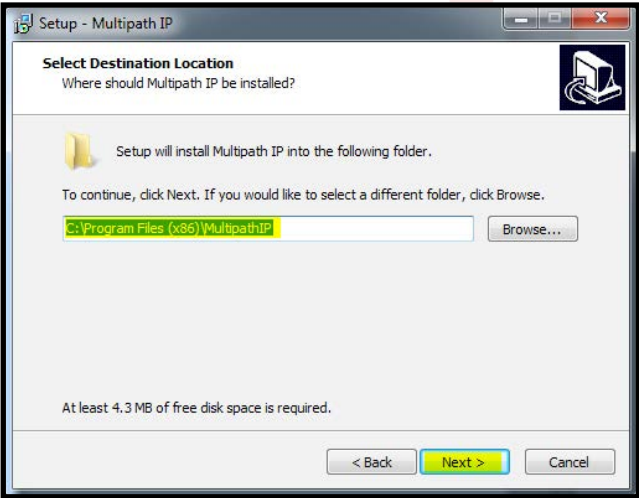


Read and accept the End User License Agreement then click Next to continue the installation.



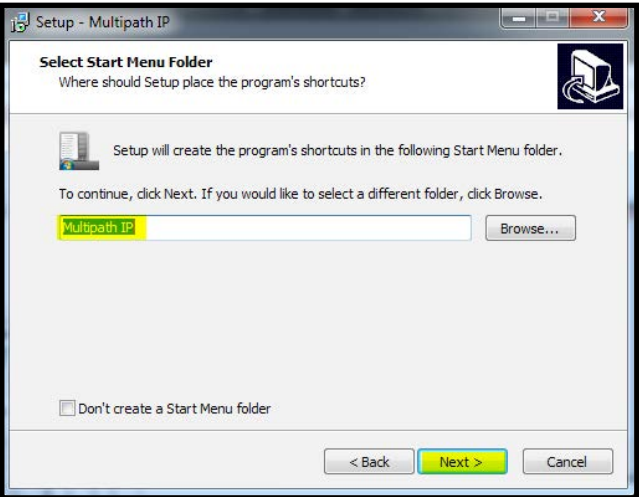
Confirm the installation path is correct and click Next to continue the installation

Next >



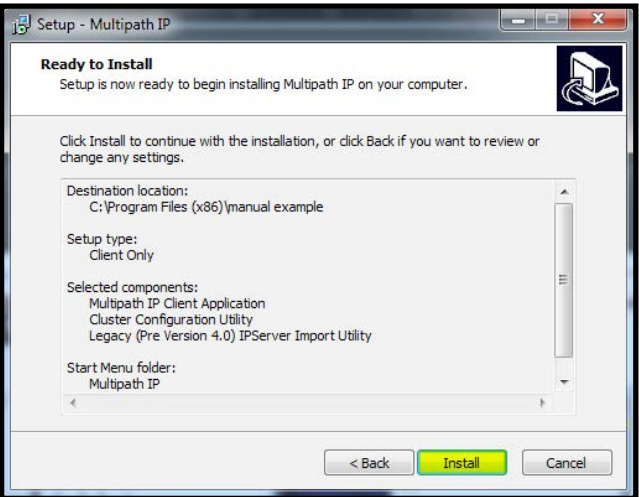
Choose the name of the installation folder then click Next

Next >

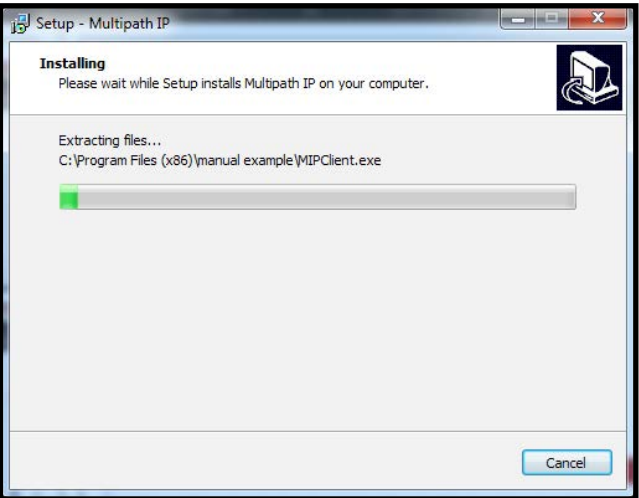


Confirm the installation settings are correct then click Install to proceed with the installation of the client software.

Install

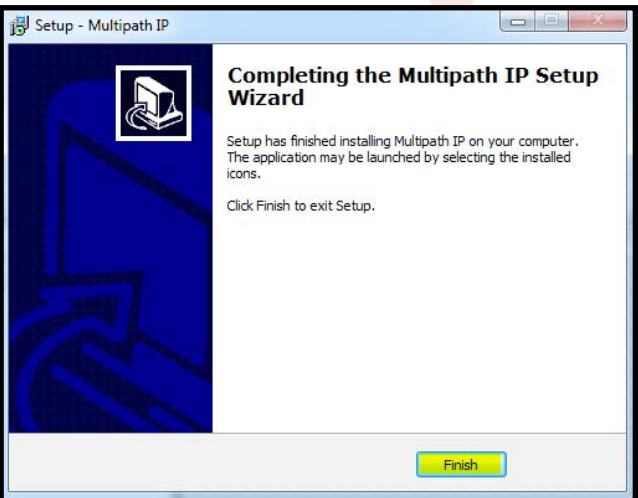


Wait for the installation to install the required files.



Click Finish to exit the setup.

Finish



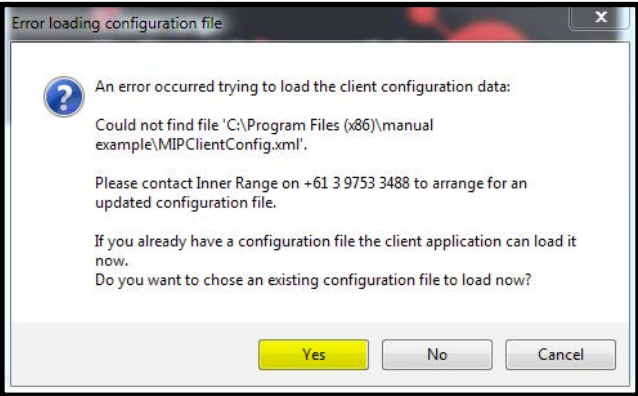
LOADING THE CONFIGURATION FILE

To load the MultipathIP configuration file that is provided to you by Inner Range.

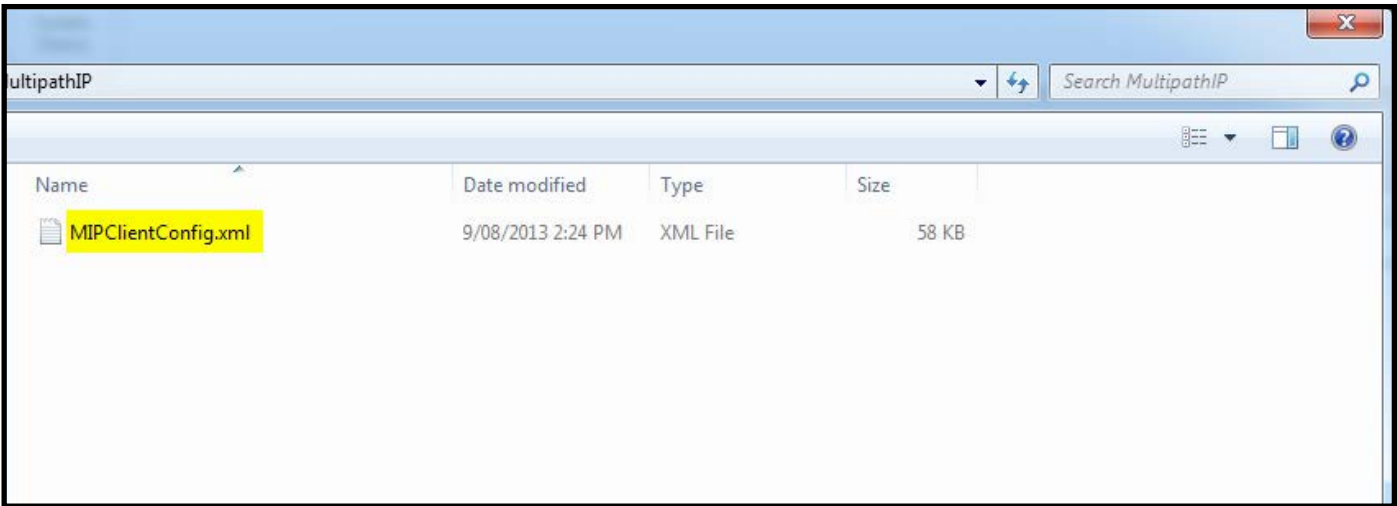
Run the MultipathIP Client from the Windows Start button. An error should occur when the client launches:

Click Yes to load the configuration file.

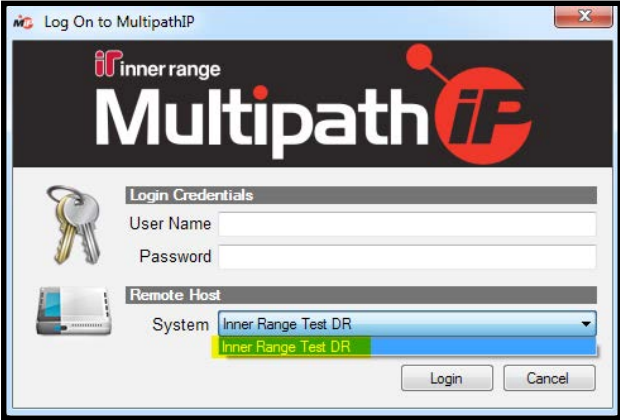
Yes



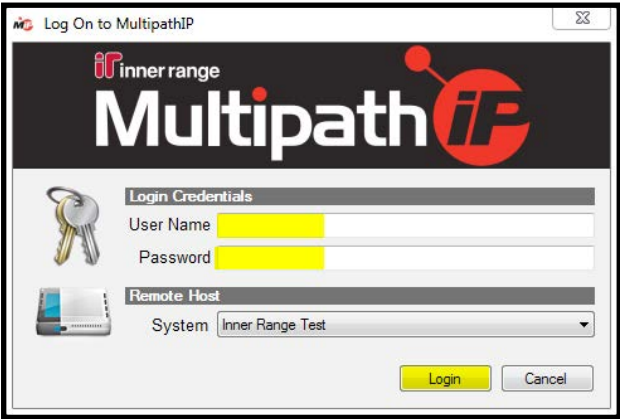
Locate and open the configuration file MIPClientConfig.xml



Select the system you want to connect to and click Login.



Log into the client using your allocated user name and password.

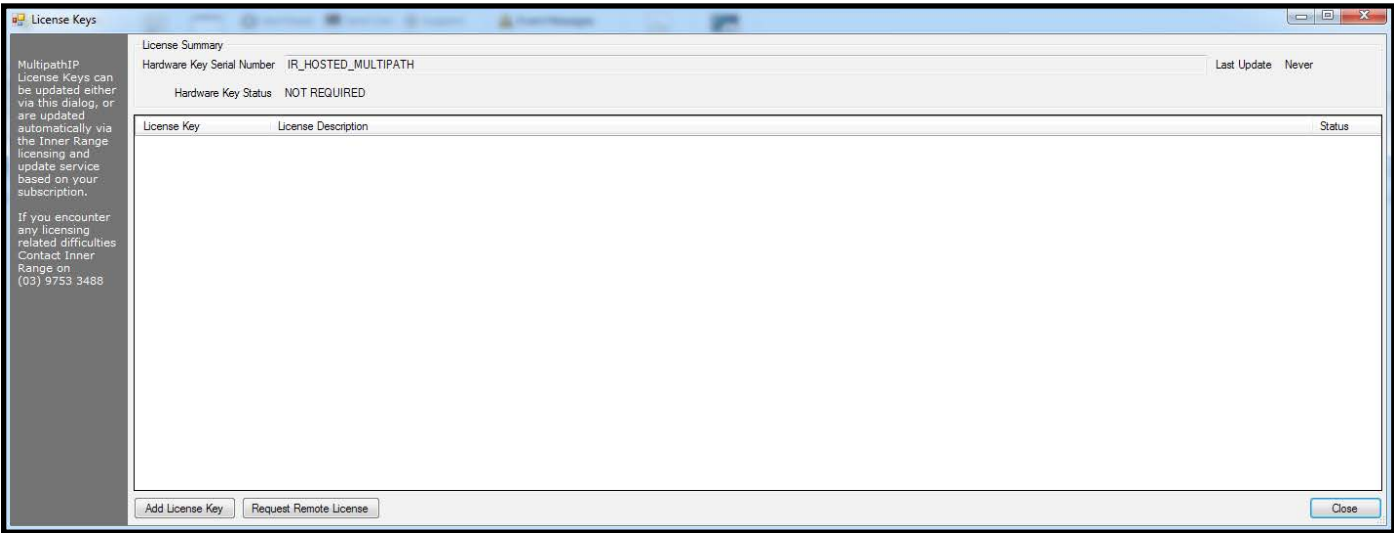


LICENSE KEYS

The following procedure explains how to enter new license keys into the Multipath IP software. At the top left-hand corner of the MultipathIP client window



Followed by Manage License Keys.



Click Add License Key

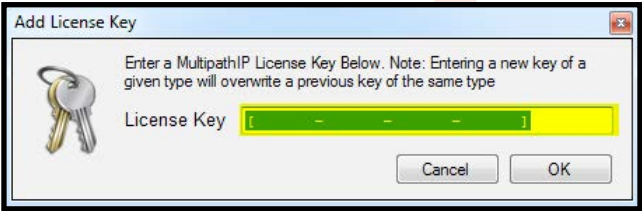
Add License Key

Enter the license key given to you by Inner Range and click OK

OK

Click Close to finish.

Cancel



Note: If your system is hosed by Inner Range you will not need to enter a license key.

MULTIPATH IP CLIENT OPERATOR PERMISSIONS

The following operator permissions can be configured by Inner Range to suit your requirements for individual logins:

STU PERMISSIONS

☒ Create	The operator can create a new STU.
☒ Enrol	The operator can enrol newly created STUs.
☒ Edit	The operator can edit the STU configuration.
☒ Hard Reset	The operator can send a command to the STU to perform a hard reset.
☒ Edit Alarm Panel	The operator can change the STU alarm panel configuration.
☒ Stand-By	The operator can suspend the STU.
☒ Un-Enrol	The operator can un-enrol a STU.
☒ Delete	The operator can delete STUs.
☒ Service	The operator can enable remote access to the alarm panel attached to the STU.
☒ Diagnostics	The operator can view STU diagnostic information.
☒ Send Command	The operator can send commands to the STU. (Should only be done under instruction from Inner Range).
☒ Control On	The operator can turn on Auxiliaries and dependent on STU and panel configuration, home Auxiliaries and Areas on the connected panel and STU.
☒ Control Off	The operator can turn off Auxiliaries and dependent on STU and panel configuration, home Auxiliaries and Areas on the connected panel and STU.
☒ Test Paths	The operator can test the communications paths to/from the STU.
☒ Start PSTN Test	The operator is allowed to initiate a PSTN test of the STU.

- ☒ Edit Remote Control The operator can set parameters to control Concept home aux and areas.

SYSTEM ADMINISTRATION

- ☒ Global  The operator is permitted access to the Global system administration screen.
- ☒ Users  The operator is permitted access to the Users system administration screen.
- ☒ Bureaus  The operator is permitted access to the Bureaus system administration screen.
- ☒ Messages  The operator is permitted access to the Messages system administration screen.
- ☒ Plans  The operator is permitted access to the Plans system administration screen.
- ☒ Network Profiles  The operator is permitted access to the Network profiles system administration screen.
- ☒ R/L Mappings  The operator is permitted access to the R / L Mappings system administration screen.

SYSTEM PERMISSIONS

- ☒ Show System Status The operator can access the system status.
- ☒ Can View System Messages The operator can view system messages.
- ☒ Can Perform Database Snapshot The Operator can Perform database snapshots.

SYSTEM ADMINISTRATION OPTIONS

System Administration Options are accessible to administrative operators.

To access the Administration options click  followed by the  icon.

We strongly recommend that you consult your Inner Range technical representative before changing any options in this area unless you are Absolutely CERTAIN you know what you are doing and what impact it could have on your system.

Only the Users and Bureaus menus are explained. The other accessible items have been excluded intentionally.



LICENSE KEYS

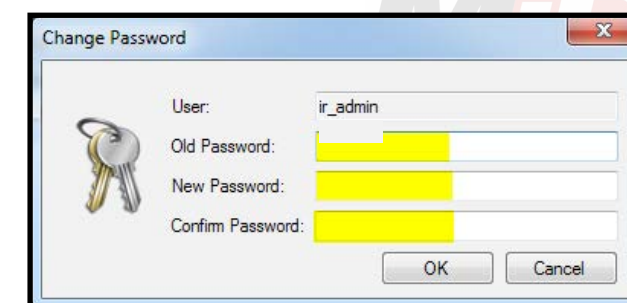
At the top left-hand corner of the MultipathIP client window click



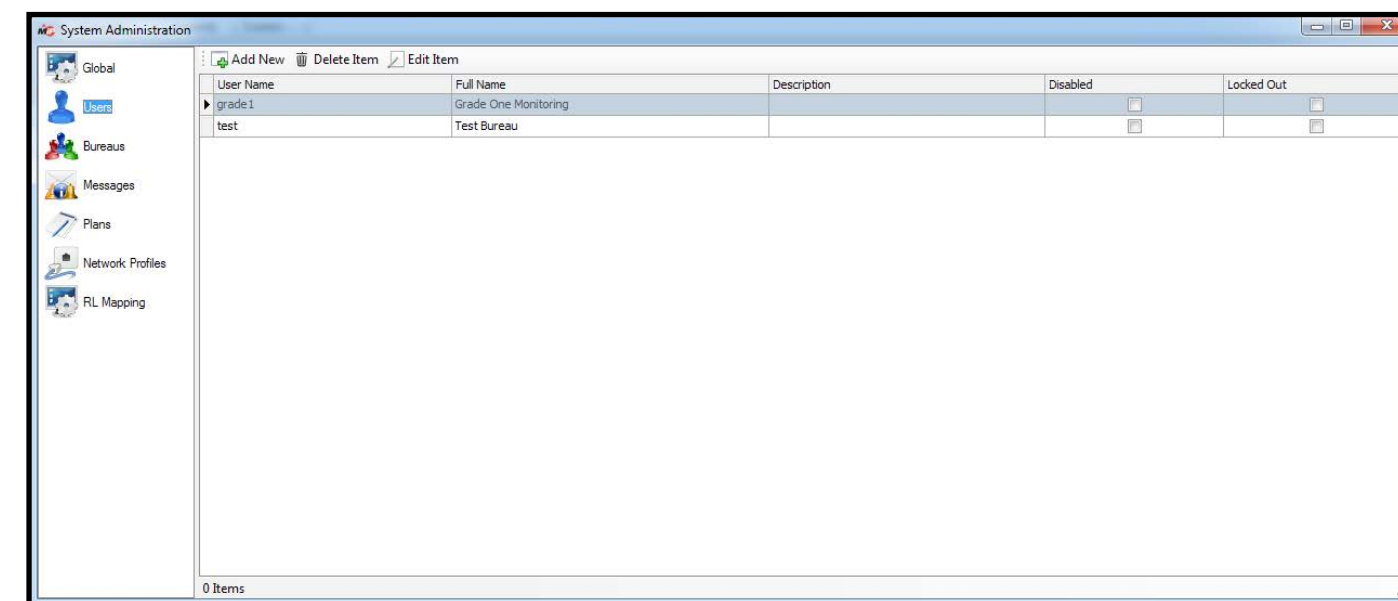
Followed by Change Password. 

Enter your old password and enter your new password. Re-enter your new password and click OK to finish.

OK



CREATING / EDITING A USER



The window column headings are as follows:

User Name The name used to log in to the MultipathIP client software.

Full Name The actual name displayed for the MultipathIP client user.

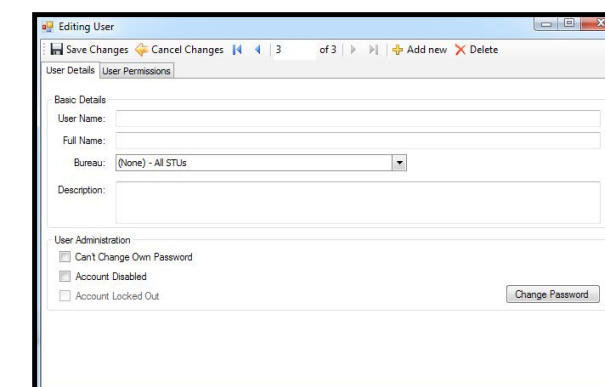
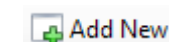
Description An optional field to describe the user.

Disabled A check box item used to disable the user account. The user will not be able to log in again until this is unchecked.

Locked Out This check box item is reserved for future use.

ADDING A NEW USER

Click the Add New button to open the Editing User dialog:



Start by entering a name for the User – This will be what the user will use to log in with.

Next enter the Full Name of the user.

Select the Bureau for the user if required. Refer to the next section for more detail on Bureaus.

Enter a description for the user.

If you want to prevent the user from changing his/her password check the can't change own password check box.

If you want to stop a user logging in to the Multipath IP client, check the Account is disabled check box. This is a good alternative to deleting a user if you think the user might need access again in the future.

Once you are ready click Change Password and assign a unique password to the user.

Change Password

Click on the "User Permissions" tab.

Check the appropriate STU permissions for the user.

Check the appropriate System Administration options for the user.

Check the appropriate System Permissions for the user.

Click Save Changes to save the user then close the window.

Save Changes

DELETING AN EXISTING USER

To delete a user from the user list select the user then click the Delete Item button. The user is deleted immediately and this cannot be undone.

Delete Item

If you have accidentally deleted a user, you will need to re-create the user by clicking the button.

Add New

EDITING AN EXISTING USER

To edit a user, highlight the user record then click the Edit Item button. The Editing User window will appear. This process is similar to adding a new user.

Edit Item

CREATING / EDITING BUREAUS

Bureaus are used to divide STUs and operators in to groups.

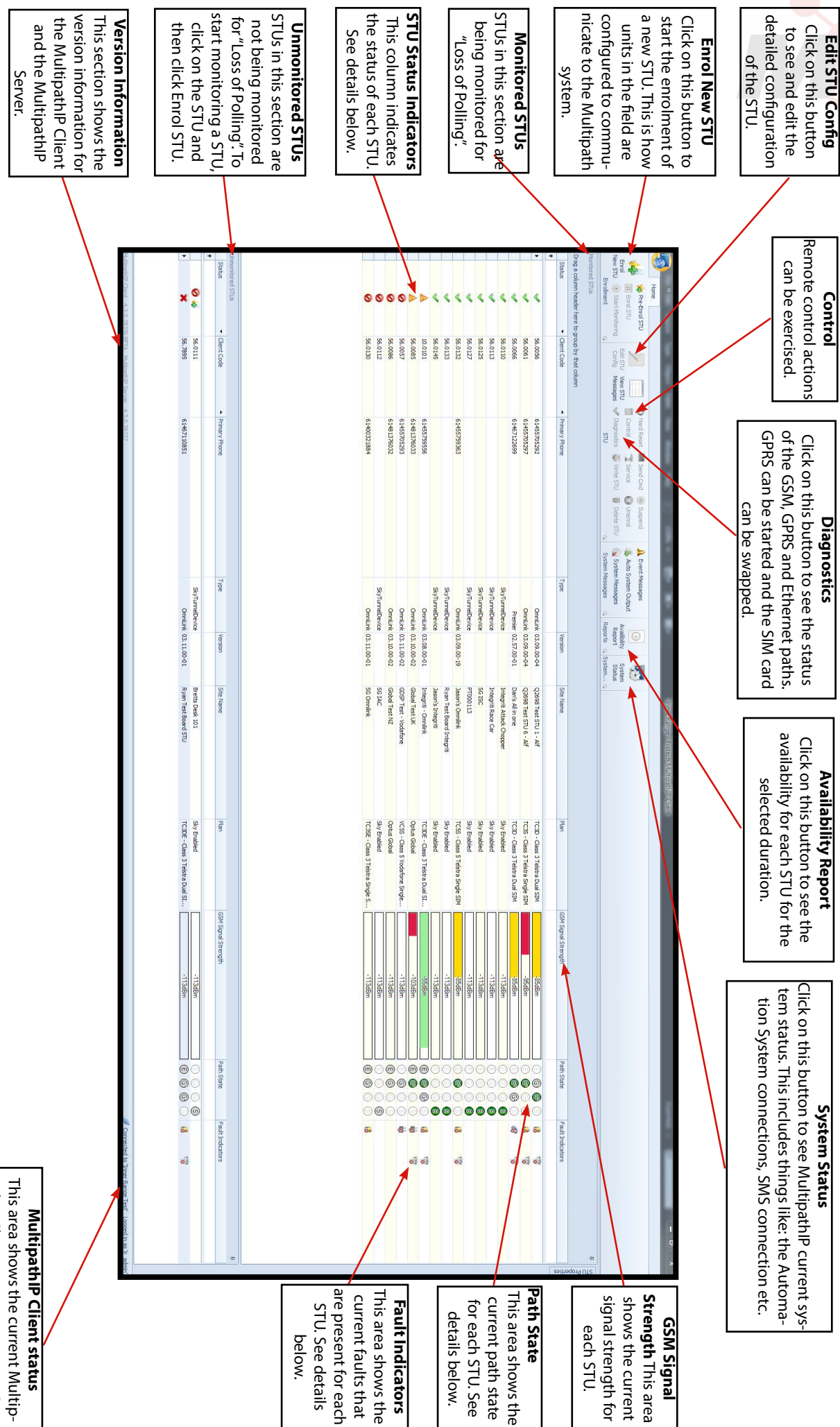
Enter the name of the Bureau.

Give the Bureau an appropriate description.

Tick the Allow Remote Login check box if want to allow users in this Bureau to be able to login remotely.

The Create Client Config button is an advanced option. Consult your Inner Range support representative for more information.

Page 14



-  **Send Cmd** Click on this button to open the STU Terminal screen. This screen is most commonly only used by Inner Range.
-  **Service** Click on this button to open the Remote Dial-In dialog and allow the technician a time period to be able to dial into the alarm panel via the PSTN.
-  **Write STU** Click on this button to perform the Write Programming operation on a STU.
-  **Suspend** Click on this button to suspend monitoring of "Loss of Polling" for the selected STU and move the STU to the Unmonitored section.
-  **Unenrol** Click on this button to stop monitoring the selected STU and move the STU to the Unmonitored STUs section. Pressing this button will halt communications with the STU.
-  **Delete STU** This button will only be enabled when clicking on a STU that is in the Unmonitored section and the STU status is New or Unenrolled. Clicking on this button will permanently remove the selected STU from the Multipath system.

System Manager

-  **Event Messages** Click this button to see the history of system wide events.
-  **Auto System Output** Click this button to see the events sent to the automation system.
-  **System Messages** Click this button to see the history of system messages.

Reports

-  **Availability Report** Click on this button to see the availability for each STU for the selected duration.

System

-  **System Status** Click on this button to see MultipathIP current system and network status. This includes things like: the Automation System connections, SMS connection etc.

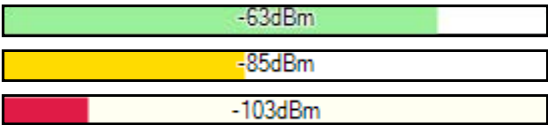
MONITORED & UNMONITORED STU'S

The middle and lower sections of the client window displays all of the STUs and their status.

There are a total of 34 different columns for displaying STU information:

Column Headings

- Backup Phone** The phone number of the second SIM. (Not always populated).
- Bureau** The Bureau that the STU is assigned to (blank if no Bureau).
- Client Code** The client code given to the STU
- Current SIM Card** The number of the SIM card last detected to be in use.
- Date Enrolled** The date the STU was first enrolled.
- Date Unenroled** The date the STU was last unenroled.
- Disable PSTN Line Monitoring** A tick box option to indicate whether the PSTN line is monitored.
 -  The STU is not programmed to monitor the PSTN line.
 -  The STU is programmed to monitor the PSTN line.
- Ethernet Card Present** A tick box option to indicate whether the STU has an Ethernet card.
 -  Ethernet card present
 -  Ethernet card not present
- Fault Indicators** Displays power, battery, phone and panel connection status icons.
 -  This icon indicates that the STU has detected that there is no AC power supply connected. This fault cannot occur on a Serial STU.
 -  This icon indicates that the STU has detected that there is no battery connected. For a Premier STU this may be that the connected battery is 'dead'. For other STUs this may be that the power supply powering the STU is low.
 -  This icon indicates that the STU has detected that there is no PSTN line (phone line) connected to the STU. This fault can only occur on a Premier STU. If it is known that there is no PSTN line on site this can be cleared by selecting "Disable PSTN Monitoring" from within the Edit STU Config.
 -  This icon indicates that the STU has detected that there is no serial communications with the connected alarm panel. For all types of STUs this means that there is no alarm communications with the alarm panel. In the Edit STU Config, if the Communication Mode is selected to be "Dialer Capture" this fault will not occur.

	 This icon indicates that the STU is currently running deprecated firmware. It is recommended that you upgrade the STU to the latest version.
GSM Network	Indicates the GSM network type on newer STU models. Eg. 2G, 3G.
GSM Signal Strength	The signal strength bar. 
Line Access Prefix	The digit that the alarm panel dials first to gain access to the PSTN line. Not available on Serial STUs.
Modem Type	The model of the modem used in the STU.
Monitoring State	Will display Enrolled, Unenroled or Enrolling.
Number of Sim Cards	The total number of SIM cards in the STU.
Online State	Will display Online, Offline or On Backup Path.
PABX Prefix	The digit the STU must dial as a prefix to gain access to a PSTN line.
Panel Communications Method	Will display Concept, Securitел or Dialer capture.
Panel Watchdog Mode	If panel monitoring is enabled, this column will display watch dog, cable tamper or zone
Path State	Path states can be online, offline, path warning, Idle, not available or not in selected plan  This path state colour indicates that the path is good. It indicates that the path is in use and is working correctly.  This path state colour indicates that the path is idle. It indicates that the path is not in use but can be used by the STU.  This path state colour indicates that the path is faulty. It indicates that the path is not in use and has not worked correctly for a period of time (this time is configurable per STU in the Edit STU Config in the "Path Test" section). When a path turns this colour an event is sent to the Automation System to indicate that there is a fault.  This path state colour indicates that the path is in one way communications. It indicates that the path is in use but is not working correctly. This colour indicates that the STU can send data to the Multipath system but when the Multipath system is sending data back to the STU, the data is not being received at the STU. This fault will most commonly occur for a STU on the Ethernet path where the network at the customers site is

	not allowing the data from the Multipath system to reach the STU as it is configured incorrectly.  This path state colour indicates that the path is not available in the plan selected for the STU.
Plan	Name of the plan the STU is enrolled under.
Primary Phone	The phone number of the primary SIM.
PSTN Line Present	A tick box option to indicate whether the PSTN line is present. ☒ - Present ☐ - Not present
R / L	The receiver number / line number.
Remote Access Mode	Displays the available remote access type. Can be Fax bypass, No access or Always Allow (Not available for Serial STUs).
Reporting Format	Will display ContactID, IRFast or IRFastText
Securitел Panel Type	Displays the type of panel the STU is connected to if using Securitел communications. Can be Default, IR Concept 3000, DAS / NX, IR Concept 2000, Challenger (GE / Tecom), Solution (Bosh / EDM) or DSC.
Serial Number	The serial number of the STU.
SIM 1 Serial	The serial number of the 1st SIM card.
SIM 2 Serial	The serial number of the 2nd SIM card.
Site Name	The name given to the STU for the site.
Status	Will display Online, Offline, Backup Path, Unenroled, Enrolling online or Enrolling offline.  This icon indicates that the STU is online and working correctly.  This icon indicates that the STU is offline (not communicating with the Multipath system).  This icon indicates that the STU is online, working correctly but is using a backup path. If the STU stays in this state until one of its paths goes the red fault colour, service/a technician should be contacted.  This icon indicates that the STU has been unenroled from the Multipath system. This means that the STU has been told not to communicate any alarms to the Multipath system. This icon will only be shown for a STU in the Unmonitored STUs section.  This icon indicates that the STU has been suspended. This means that there will be no online or offline events sent to the Automation System

	when they occur for this STU. This icon will only be shown for a STU in the Unmonitored STUs section.
	This icon indicates that the STU is going to be enrolled or is currently in the process of being enrolled.
Type	The type of STU. Can be Premier, Serial or OmniLink.
Version	The STU firmware version.
Enable ademco fast	A tick box option to indicate whether the Ademco Fast line is enabled. ☒ - Ademco Fast is enabled. ☐ - Ademco Fast is disabled.
Auto Time Sync to Server	A tick box option to indicate whether the AutoSync is enabled. This requires path test feature to be enabled. ☒ - The STU is programmed to get time sync from server. ☐ - The STU is not programmed get time sync from server.
Disable AC Fail	A tick box to indicate whether the AC Fail message has been disabled. ☒ - The STU is programmed to not send AC Fail Messages. ☐ - The STU is programmed to send AC Fail Messages.

SORTING AND ARRANGING THE MONITORED AND UNMONITORED LISTS

The Monitored and Unmonitored lists have powerful and flexible display options to help display the listed STUs in a format suitable to the operator.

These display options, when configured, will persist for as long as the client application is running. Closing the client application will loose the configured display options.

Group by box

Column header

Column text filter

Status	Client Code	Primary Phone	Type	Version	Site Name	Plan	GSM Signal Strength	Path State	Fault Indicators
✓	00.6500	61409458760	Serial	02.09.00-01	Philp Residence	TC3SE - Class 3 Telstra Single S...	-50dBm	●	●
✓	00.6524	61408283081	Premier	02.68.00-01	Glenvale School Yarrambat	TC2D - Class 2 Telstra Dual SIM	-81dBm	●	●
✓	00.6608	61408097948	OmniLink	03.02.00-01	Kangan Broadmeadows Buildings A&C	TC3D - Class 3 Telstra Dual SIM	-85dBm	●	●
✓	00.6613	61407863548	OmniLink	03.02.00-01	Mercedes Service Centre Richmond	TC2D - Class 2 Telstra Dual SIM	-57dBm	●	●
✓	00.6614	61408154867	OmniLink	03.02.00-01	Skills Plus Springvale	TC2D - Class 2 Telstra Dual SIM	-63dBm	●	●
✓	00.6617	61407421444	OmniLink	03.02.00-01	Highgrove Bathrooms Mulgrave	TC2D - Class 2 Telstra Dual SIM	-83dBm	●	●
✓	00.6621	61408493521	OmniLink	03.02.00-01	Kangan Broadmeadows Buildings B&G	TC3D - Class 3 Telstra Dual SIM	-69dBm	●	●
✓	00.6622	61408759451	OmniLink	03.02.00-01	Kangan Broadmeadows Building I	TC3D - Class 3 Telstra Dual SIM	-53dBm	●	●
✓	00.6624	61408194562	OmniLink	03.02.00-01	The Shotton Group 155 Units 3 & 4	TC2D - Class 2 Telstra Dual SIM	-83dBm	●	●
✓	00.6625	61408644871	OmniLink	03.02.00-01	Kangan Broadmeadows Building T	TC3D - Class 3 Telstra Dual SIM	-73dBm	●	●
✓	00.6626	61407475494	OmniLink	03.02.00-01	Kangan Broadmeadows Buildings J, P & L	TC3D - Class 3 Telstra Dual SIM	-69dBm	●	●
✓	00.6627	61409741120	OmniLink	03.02.00-01	Kangan Broadmeadows Building H	TC3D - Class 3 Telstra Dual SIM	-51dBm	●	●
✓	00.6628	61408107361	OmniLink	03.02.00-01	Kangan Broadmeadows Building W	TC2D - Class 2 Telstra Dual SIM	-63dBm	●	●
✓	00.6629	61467122568	OmniLink	03.02.00-01	Sedif Pty Ltd Unit 15	TC2D - Class 2 Telstra Dual SIM	-50dBm	●	●
✓	00.6630	61467122570	OmniLink	03.02.00-01	Austbulk South Yarra	TC2D - Class 2 Telstra Dual SIM	-73dBm	●	●
✓	00.6631	61467122043	Premier	02.23.00	AA Duplication	TC2S - Class 2 Telstra Single SIM	-55dBm	●	●
✓	00.6632	61467122562	OmniLink	03.02.00-01	Highgrove Bathrooms Abbotsford	TC2D - Class 2 Telstra Dual SIM	-61dBm	●	●
✓	00.6633	61467115721	OmniLink	03.02.00-01	CCO Shepley Oval Unipres Room	TC2D - Class 2 Telstra Dual SIM	-83dBm	●	●
✓	00.6634	61467122564	OmniLink	03.02.00-01	Perkins Technologies	TC2S - Class 2 Telstra Single SIM	-83dBm	●	●
✓	00.6635	61467122561	OmniLink	03.02.00-01	Temelli Jewellers Highpoint	TC2D - Class 2 Telstra Dual SIM	-83dBm	●	●
✓	00.6636	61467115821	OmniLink	03.03.00-01	Skills Plus Upper PTC Suite 1	TC3D - Class 3 Telstra Dual SIM	-73dBm	●	●
✓	00.6637	61467122567	OmniLink	03.02.00-01	Kangan Richmond Buildings C, D & F	TC3D - Class 3 Telstra Dual SIM	-83dBm	●	●
✓	00.6638	61467122566	OmniLink	03.02.00-01	Kangan Essendon A & B	TC3D - Class 3 Telstra Dual SIM	-83dBm	●	●
✓	00.6642	61467122569	OmniLink	03.02.00-01	Kangan Docklands	TC3D - Class 3 Telstra Dual SIM	-63dBm	●	●
✓	00.6643	61467115719	OmniLink	03.03.00-01	Vaughan Constructions H.O.	TC3D - Class 3 Telstra Dual SIM	-73dBm	●	●
✓	00.6649	61467122563	OmniLink	03.02.00-01	Kangan Broadmeadows D, E, F & K	TC3D - Class 3 Telstra Dual SIM	-83dBm	●	●
✓	00.6653	61467129253	Premier	02.56.00_01	Dynamic Direct	TC2D - Class 2 Telstra Dual SIM	-85dBm	●	●
✓	00.6657	61467129213	OmniLink	03.03.00-01	Whites Group	TC3D - Class 3 Telstra Dual SIM	-67dBm	●	●
✓	00.6658	61467129255	OmniLink	03.03.00-01	Telstra College	TC2D - Class 2 Telstra Dual SIM	-73dBm	●	●

Note: The re-arranged UI is not saved for the next time that the operator logs on..

SORTING BY COLUMN HEADER

All of the list items can be sorted by any of the columns.

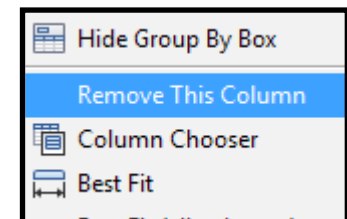
To change which column you want to sort by, click on the column header.
To change the sort method from ascending to descending, click the column header again to toggle.

An icon ▲ or ▼ will appear on the column header that is currently being sorted.

REMOVING A COLUMN

To remove a column, click and drag it out of the column header area. Your mouse cursor will change to a (X) to indicate that if you release your mouse button, the column will be removed.

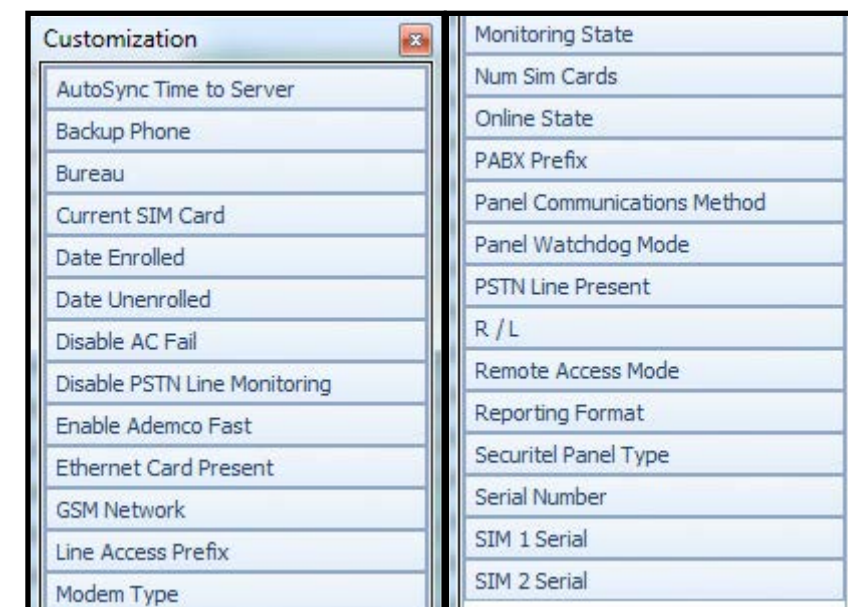
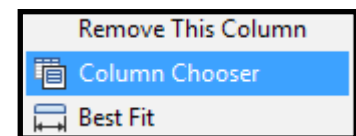
Alternatively, right-click the column header and select Remove Column.



	Version	Site Name	Plan	GSM Signal Strength
Serial	02.09.00-01	Philp Residence	TC3SE - Class 3 Telstra Single S...	-57dBm
Premier	02.68.00-01	Glenvale School Yarrambat	TC2D - Class 2 Telstra Dual SIM	-81dBm
OmniLink	03.02.00-01	Kangan Broadmeadows Buildings A&C	TC3D - Class 3 Telstra Dual SIM	-85dBm
OmniLink	03.02.00-01	Mercedes Service Centre Richmond	TC2D - Class 2 Telstra Dual SIM	-57dBm
OmniLink	03.02.00-01	Skills Plus Springvale	TC2D - Class 2 Telstra Dual SIM	-63dBm
OmniLink	03.02.00-01	Highgrove Bathrooms Mulgrave	TC2D - Class 2 Telstra Dual SIM	-83dBm
OmniLink	03.02.00-01	Kangan Broadmeadows Buildings B&G	TC3D - Class 3 Telstra Dual SIM	-69dBm
OmniLink	03.02.00-01	Kangan Broadmeadows Building I	TC3D - Class 3 Telstra Dual SIM	-53dBm
OmniLink	03.02.00-01	The Shotton Group 155 Units 3 & 4	TC2D - Class 2 Telstra Dual SIM	-83dBm

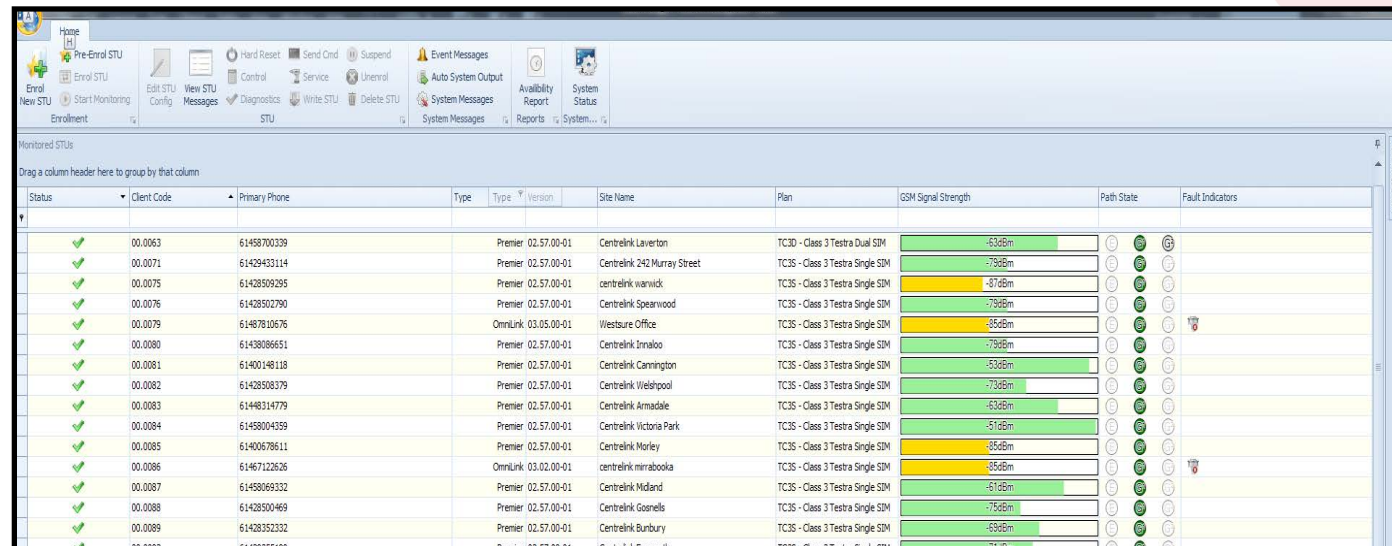
ADDING / RESTORING COLUMNS

To add / restore a column, right-click the column header area and select Column Chooser. The column header customisation window will appear from which you can drag columns in to the column header area.



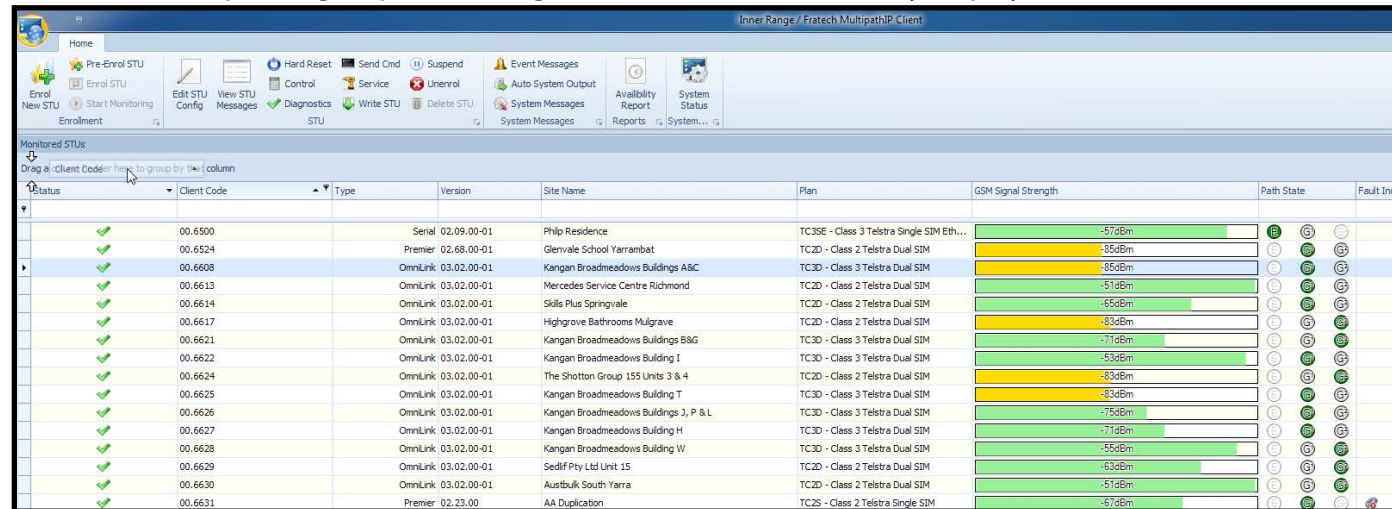
REARRANGING COLUMNS

All columns can be rearranged easily by clicking and dragging them to a new location amongst the column headers.



GROUPING BY COLUMNS

The Group by box allows the user to drag any of the columns in to this space. By doing so, the list view will be broken up in to groups according to the information normally displayed in the column(s).



Note

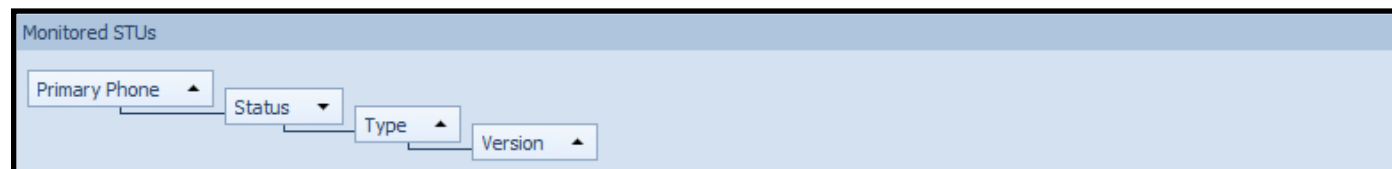
You can hide or show the group by box by right-clicking a column and selecting

REARRANGING COLUMN GROUPS

If you have more than one column header in the 'group by box' then you will be able to rearrange the order in which users are grouped.

Click and drag the column to the left or the right of its current position to relocate.

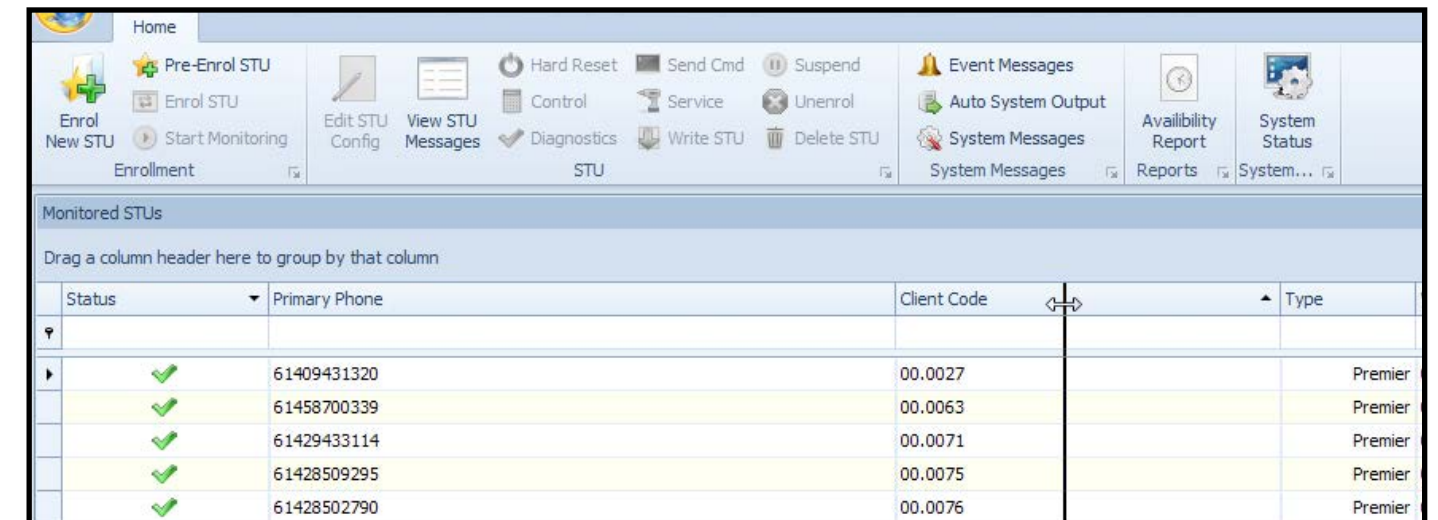
Resizing columns



RESIZING COLUMNS

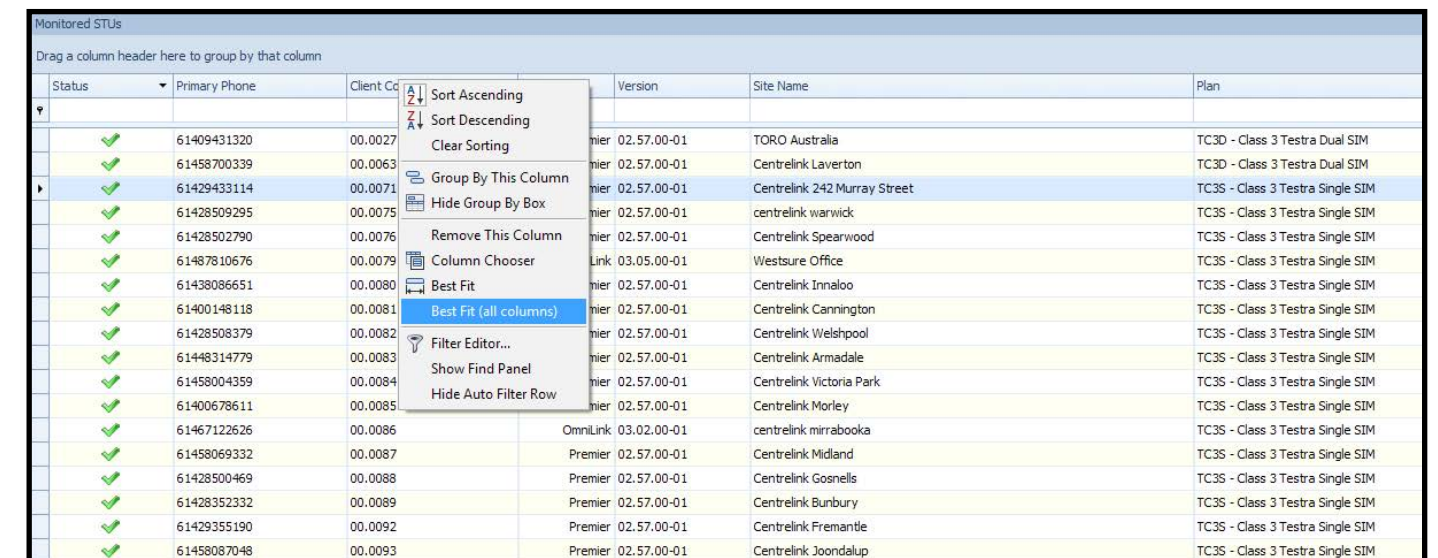
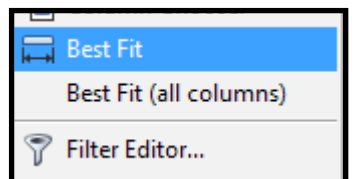
To resize a column, move the mouse to the right hand edge of the column you want to resize.

Once your mouse cursor has changed to a ↔ you can click and drag to adjust the size of the column.



Alternatively, right-click the column and select Best Fit to automatically adjust the column size.

To adjust all of the columns at once, right-click any column and select



CONTROLLING STU

You can access STUs configured for remote control by clicking on the Control button in the main window tool bar.



Depending on the STU configuration you will see one or two control tabs.

 Get Status

- Clicking this button will turn the output on. If the output is already on, nothing will change.

- Clicking this button will turn the output off. If the output is already off nothing will change.

- To determine the state of the output click this button. The state of the output is displayed to the right of this button.

 Isolate / De-Isolate Selected

- Clicking this button will arm the STU alarm panel.

- Clicking this button will disarm the STU alarm panel.

- Clicking this button will refresh the zone and alarm panel states.

- Clicking this button will Isolate any of the selected zones and De-Isolate any unselected zones.

STU ENROLLMENT PROCESS

SERIAL STU, PREMIER STU & OMNILINK

The STU Enrolment Wizard easily assists the operator to configure the STU to be monitored by the Multipath Server.

To start the STU Enrolment Wizard, click the Enrol New STU button at the top left of the Multipath IP software.



On Screen 1 the STU phone number, client code and site name are entered. After these values have been entered click Next.

Next >

STU Enrollment Wizard

Enrol STU
Contact & Configure a new Multipath IP STU for monitoring

STU Name & Identity
The following details are required to identify the Multipath STU. The RL and Client Code are used to uniquely identify the STU when messages are forwarded to a Monitoring Automation System

☒ Multipath Device
 ☐ SkyTunnel Device

STU Phone +61467 110 851
STU Serial #

Client Code 56.0135
Site Name Ryans Test Board STU

☐ Force SMS Enrollment

< Back Next > Cancel

On Screen 2 the plan that the STU will be using is selected. This selects the monitoring level and polling rates that the STU will use and the billing cost to the monitoring station.

The Plan defines the polling rate and network configuration used by the Multipath STD. Details of the selected plan are shown when a plan is selected from the combobox:

Plan	TC3D - Class 3 Telstra Dual SIM
Network	OC2SE - Class 2 Optus Single SIM Ethernet OC3D - Class 3 Optus Dual SIM OC3DE - Class 3 Optus Dual SIM Ethernet Des OC3S - Class 3 Optus Single SIM
Path	OC3SE - Class 3 Optus Single SIM Ethernet OC4DE - Class 4 Optus Dual SIM Ethernet OC4SE - Class 4 Optus Single SIM Ethernet OC5DE - Class 5 Optus Dual SIM Ethernet GPRS B OC5S(Public) - Class 5 Optus (Public Internet) SIM GPRS P OC5SE - Class 5 Optus Single SIM Ethernet Optus Global SkyTun Sky Enabled TC2D - Class 2 Telstra Dual SIM TC2DE - Class 2 Telstra Dual SIM Ethernet TC2S - Class 2 Telstra Single SIM TC2S12H - Class 2 Telstra Single SIM 12 Hour TC2SE - Class 2 Telstra Single SIM Ethernet
Save	

Today (Sat) TC3D - Class 3 Telstra Dual SIM

l) (T): TC3DE - Class 3 Telstra Dual SIM Ethernet

tral) (U): TC3S - Class 3 Telstra Single SIM

central) (V): TC3SE - Class 3 Telstra Single SIM Ethernet

TC4DE - Class 4 Telstra Dual SIM Ethernet

TC4SE - Class 4 Telstra Single SIM Ethernet

TC5DE - Class 5 Telstra Dual SIM Ethernet

TC5S - Class 5 Telstra Single SIM

TC5SE - Class 5 Telstra Single SIM Ethernet

VC3S - Vodafone Single SIM

VC5S - Class 5 Vodafone Single SIM

VC5S(GDSP) - Class 5 Vodafone GDSP SIM

Vodafone NZ class 3

After the appropriate plan has been selected click Next to start communications with the STU.

[Next >](#)

STU Enrollment Wizard

Enrol STU
Contact & Configure a new Multipath IP STU for monitoring

Monitoring & Network Plan
The Plan defines the polling rate and network configuration used by the Multipath STU. Details of the selected plan are shown when a plan is selected from the combobox

Plan TC3D - Class 3 Telstra Dual SIM

Network Profile Telstra / Vodafone Monthly Cost \$0.00

Description TC3D - Class 3 Telstra Dual SIM

Path Name	Poll Time	Available	Required
Ethernet	40	No	No
GPRS BAK	80	Yes	Yes
GPRS PRI	80	Yes	Yes
SkyTunnel	80	No	No

Save
< Back
Next >
Cancel

On Screen 3 the you are able to assign a STU to a particular Bureau, in order for the Bureau to have partial control over the STU.

After a selected Bureau has been selected click Next to start communications with the STU. You are also able to choose (None) for a Bureau, if there is no Bureau.

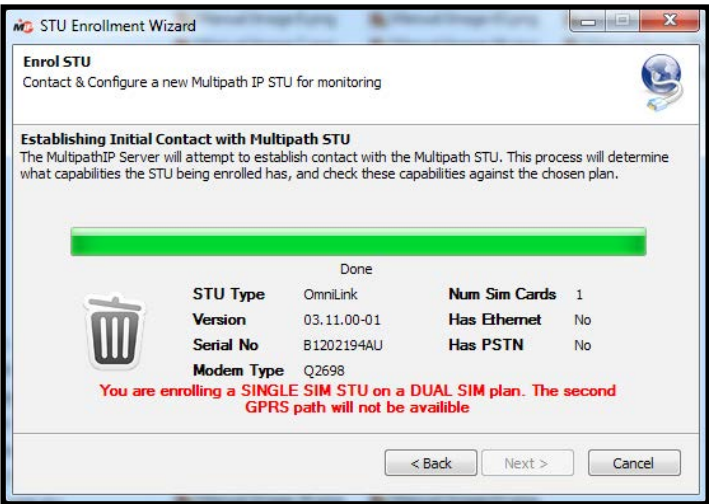
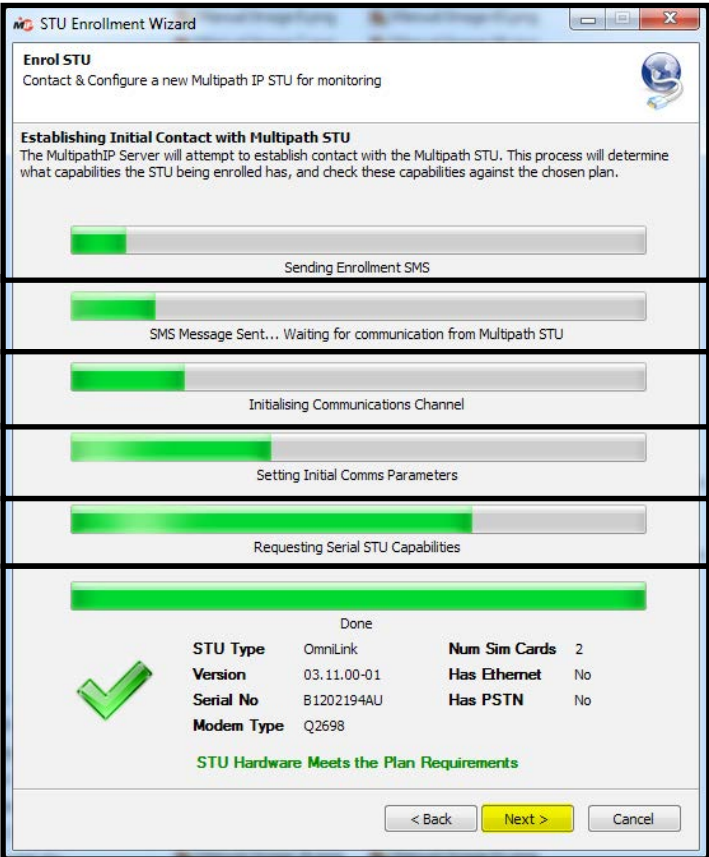
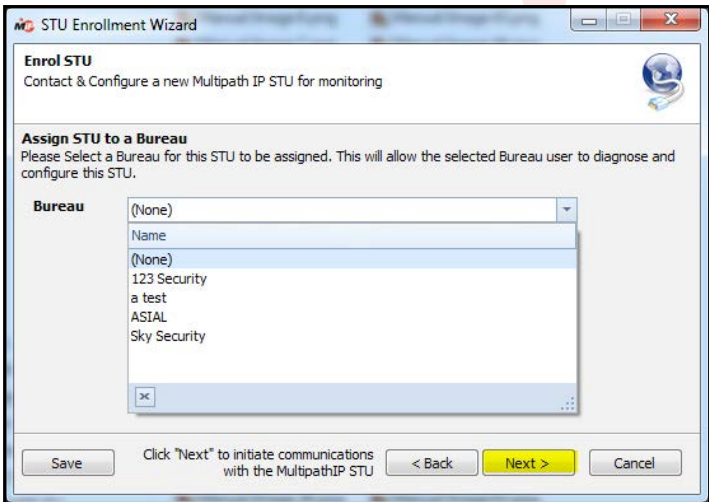
Next >

Once the STU has initially contacted the Multipath Server, the Multipath Server will query the STU for its hardware configuration. The results are displayed for the operator to confirm that the STU has the settings that are expected.

After checking that the displayed hardware configuration is as expected, click Next.

Next >

If the STU only has a single SIM card and the plan that was selected is for a STU that has dual SIM cards, the Multipath Client will display a warning to the operator that there may be an issue. A dual SIM plan also cost the monitoring station more than a single SIM plan so this would not be desirable for the monitoring station.



If the STU has dual SIM cards and the operator has selected a single SIM plan, the Multipath Client will halt the enrolment. This is a bad configuration and must be changed in order to continue the enrolment.

This screen is only displayed if the selected plan includes the Ethernet path. The local IP address of the STU (the IP address of the STU on the customer's network) is displayed in the Ethernet Status section. This may help if there are issues with this site's network configuration. The IP address can be configured to be either DHCP or Static. DHCP is the most common and means that the network at the customer's site will give the STU an IP address. Static IP means that the STU will use the IP address that the operator enters into this screen.

For further assistance with the Ethernet Status click on the More Help button.

More Help

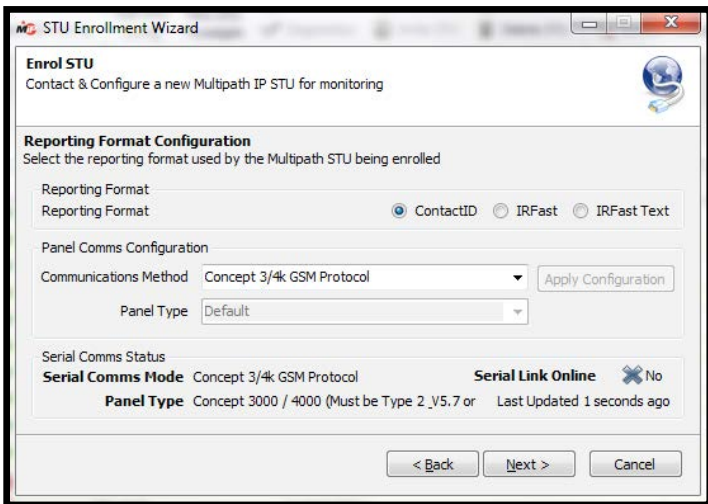
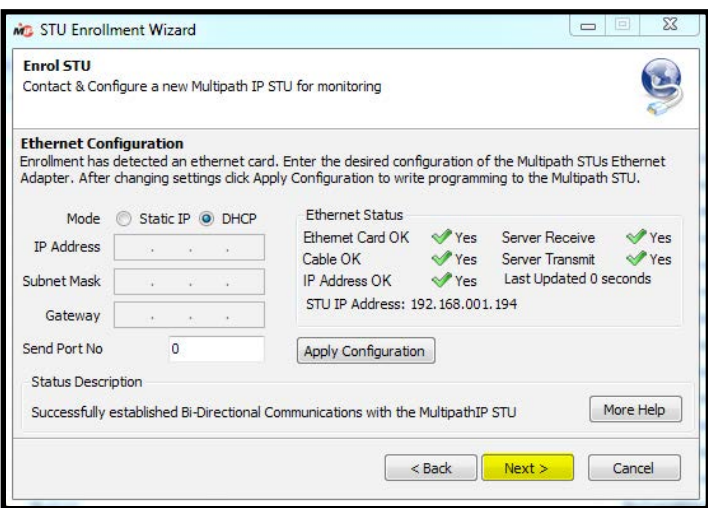
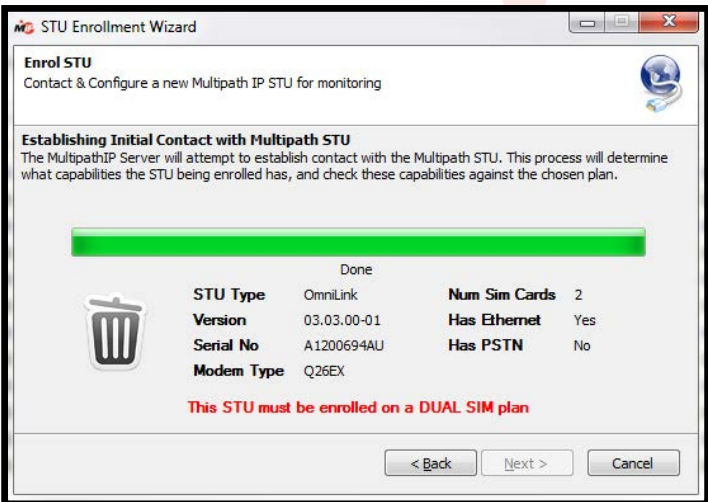
All of the Ethernet status values should have a green tick. If some of them are not ticked but have a blue cross (✕) instead, further assistance with the Ethernet Status can be obtained by clicking on the More Help button.

Regardless of whether or not all of the Ethernet Status has green ticks, the enrolment can continue.

Click Next to continue the Enrolment.

Next >

This Screen capture shows the Reporting Format and alarm panel Communications Method. The Reporting Format will have some options grayed out depending on the Communications Method that has been selected and the firmware that the STU has. The Communications Method will display different options in the list depending on the type of STU (Premier or Serial) and the firmware that the STU is on.



COMMUNICATION METHODS

All of the options that are available in the Communications Method drop down box are:

Concept 3/4k GSM Protocol

This is used when a High-Level interface is used to communicate between the STU and the Concept/Integriti alarm panel. This Communications Method is compatible with both IRfast and ContactID. The Concept alarm panel must be V5.70 or higher for this Communications Method. IRfast Test is also available in later firmware versions. The Premier STU requires V2.62 or higher, the Serial STU requires V2.42 or higher and the Concept alarm panel requires V7.80 or higher.

Legacy Concept GSM Protocol

When a Concept High-Level interface will be used to communicate between the STU and the Concept alarm panel. This Communications Method is only compatible with ContactID. The Concept alarm panel can be between V4.06 and V5.69 for this Communications Method. This Communications Method is available for Premier STUs (V2.62+), Serial STUs (V2.42+) and OmniLink STUs.

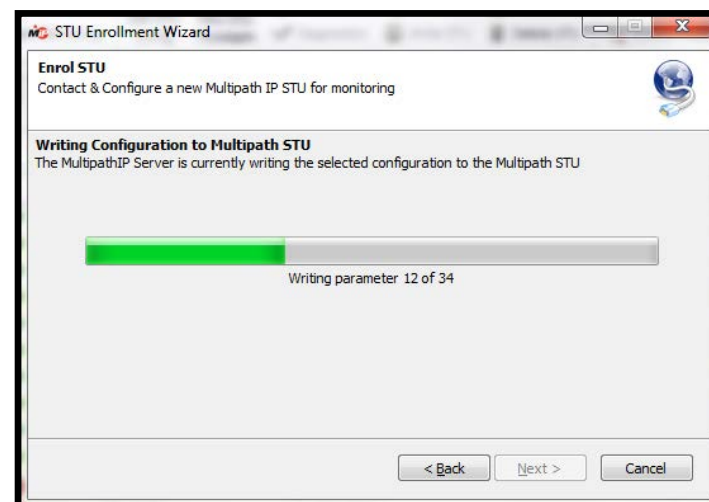
Securitel

The Communications Method is for all alarm panels that will be communicating the Securitel protocol via a serial connection between the STU and the alarm panel. This Communications Method is not available for Premier STUs.

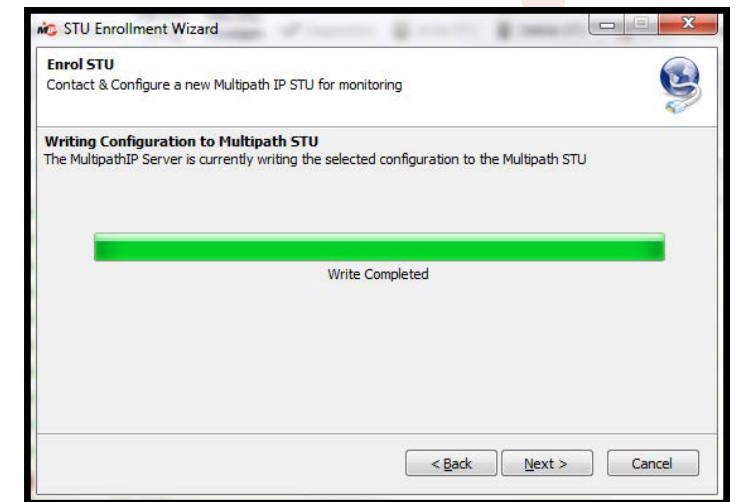
Dialer Capture + Dialer Capture (Ademco Fast)

The Communications Method is for all alarm panels that will be communicating the ConctactID and Ademco Fast protocol via a dialer to the STU. This Communications Method is not available for Serial STUs.

This is the last configuration screen during the Enrolment Wizard. Click the Next button to program the entire selected configuration to the STU (this is referred to as "Write Programming").

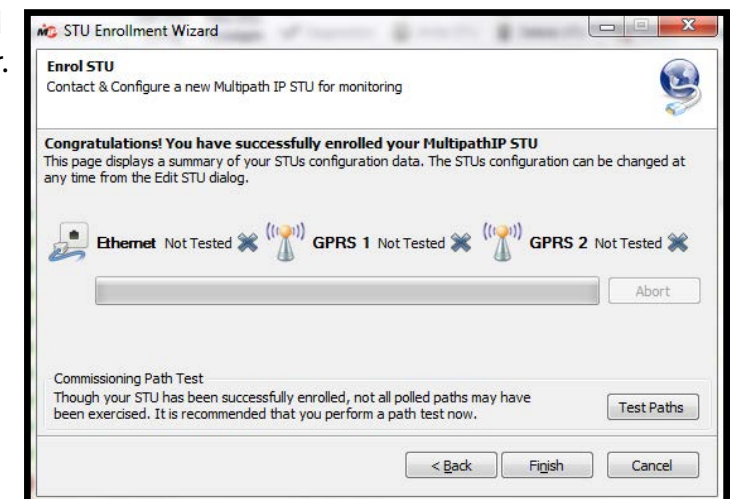


Whilst the Write Programming procedure is executing, a progress bar is displayed to show the operator where it is up to. The Write Programming process will usually proceed faster if the STU has the Ethernet path.



Once the Write Programming has been completed the following screen will be shown to the operator.

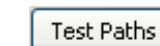
Click Next to see the final screen of the Enrolment Wizard.



This is the final screen of the Enrolment Wizard. To immediately complete the enrolment the operator must click the Finish button. Once the Finish button has been clicked the Enrolment Wizard window will disappear and the STU will be moved from the Unmonitored STUs section to the Monitored STUs section.

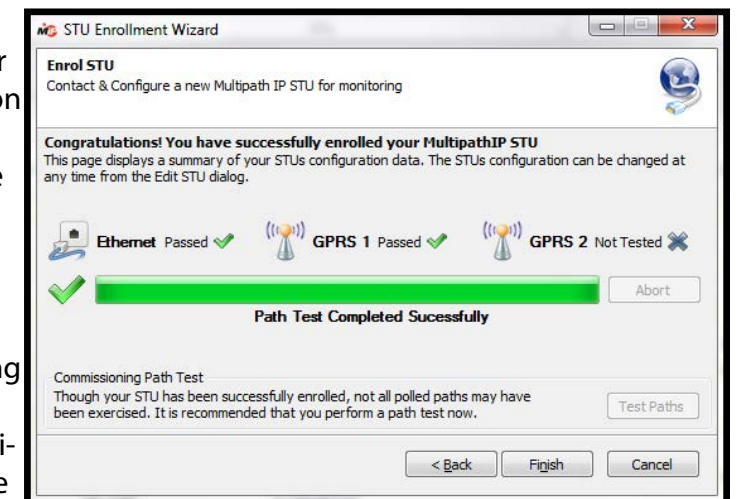


It is a recommended procedure that the monitoring station exercises the available paths of the STU as part of their commissioning procedure. If the monitoring station chooses, the paths of the STU can be exercised at this point by clicking on the Test Paths button.



As soon as the Test Paths button is clicked the Multipath Server will exercise all of the available paths of the STU. Whilst each of the paths is being exercised the progress bar will increment. When the Path Test process has been completed a summary will be displayed on the screen.

To complete the enrolment the operator must click Finish. Once the Finish button has been clicked the Enrolment Wizard window will disappear and the STU will be moved from the Unmonitored STUs section to the Monitored STUs section.

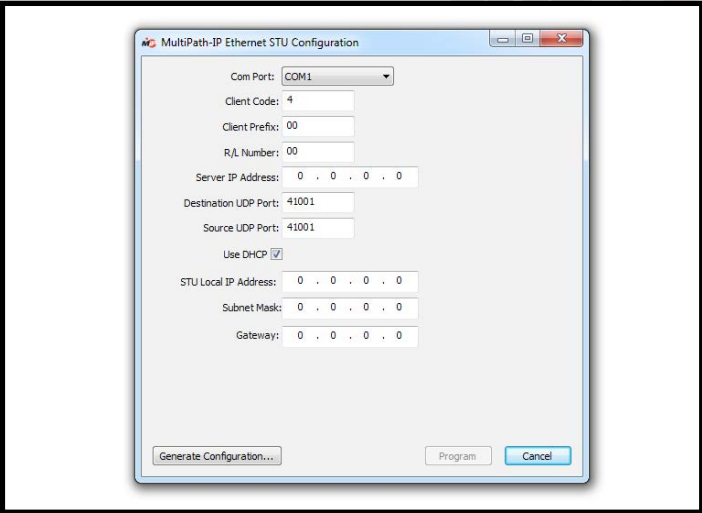


STU ENROLLMENT PROCESS - E-LINK

To Enrol the E-link STU start by using MPEthernetSetup.exe. Once the information has been filled in click on the program button.

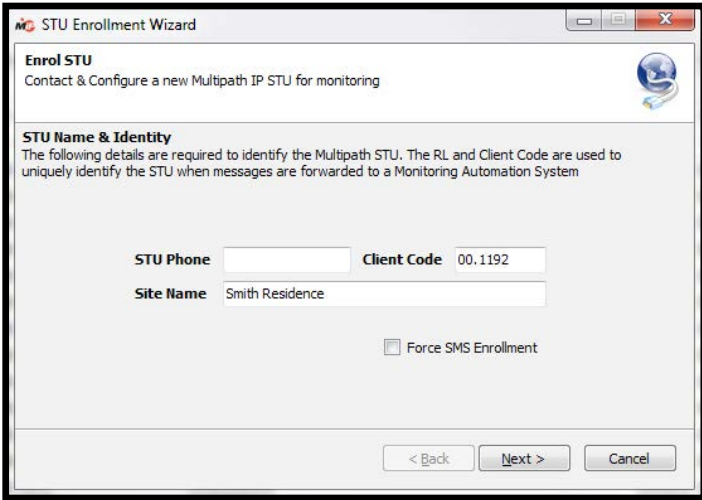
On the Multipath IP software you will see the STU display under the unmonitored Stu's section.

From there continue to enrol the Stu by following the instructions below.

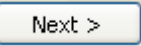


The Multipath STU Enrolment Wizard easily assists the operator to configure the STU to be monitored by the Multipath Server for the Ethernet Stu. The first two stages are different, then revert to Serial Stu enrolment instructions.

To start the STU Enrolment Wizard, click the Enrol New STU button



The STU phone number does not need to be entered, client code and site name are entered. After these values have been entered click Next.

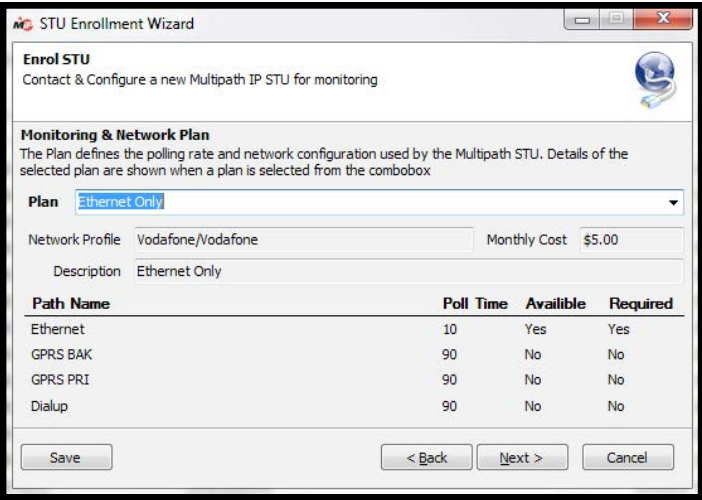


Note:
For Ethernet only STU's the Ethernet STU must be online and communicating with the server. If it is not communicating, the enrolment wizard will ask you to input a phone number.

Please refer to the Ethernet STU enrolment/configuration installation manual, on how to successfully configure the STU.

The plan that the STU will be using will need to be selected. An Ethernet Only plan must be picked in order for the next stage to work.

After the appropriate plan has been selected click Next to start communications with the STU.

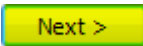


STU ENROLLMENT PROCESS - SKY TUNNEL DEVICE

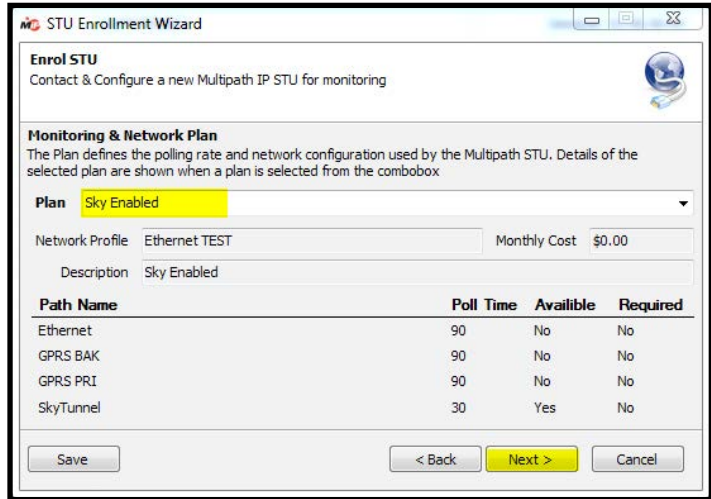
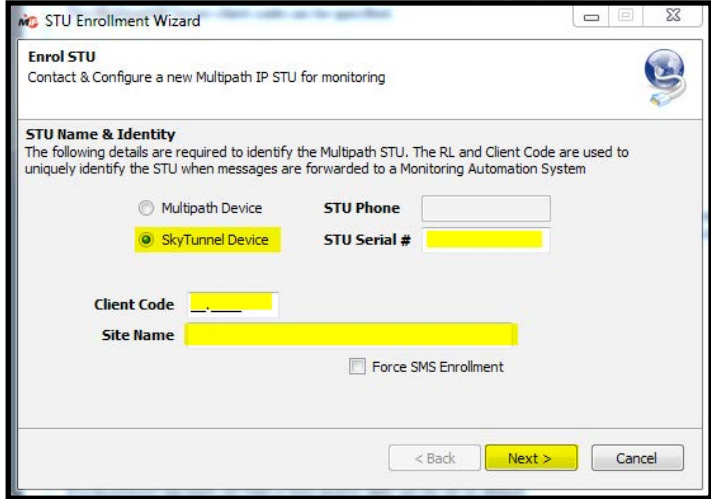
The Enrolment Wizard easily assists the operator to configure the STU to be monitored by the Multipath Server

To start the STU Enrolment Wizard, click the Enrol New STU button

The STU phone number does not need to be entered, instead tick the Sky Tunnel Details radio button. Enter the STU serial, Client code and site name. After these values have been entered click Next.

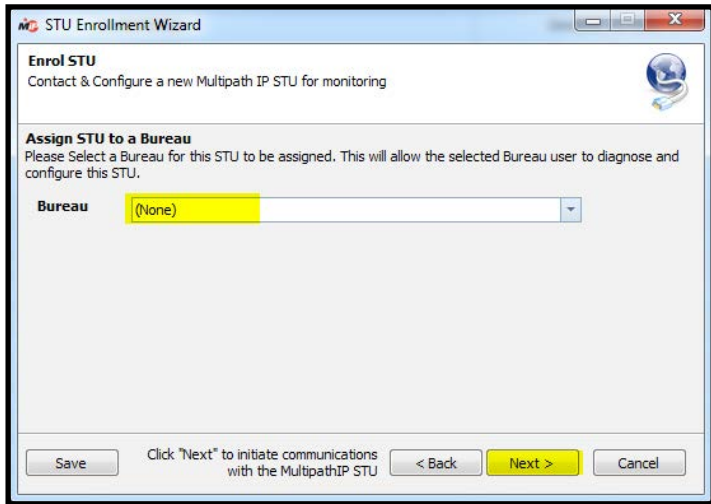


The plan that the STU will be using will need to be selected. Select a Sky Enabled plan for Sky Tunnel reporting. After the appropriate plan has been selected click Next to start communications with the STU. Click Next to proceed.

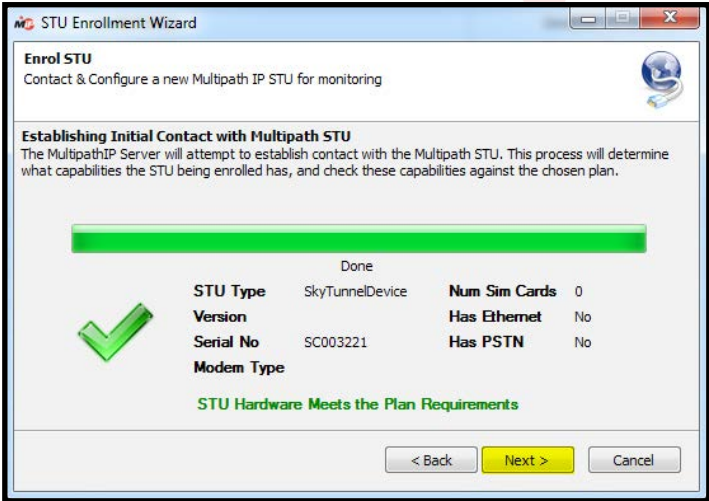


On Screen 3 the you are able to assign a STU to a particular Bureau, in order for the Bureau to have partial control over the STU.

After a selected Bureau has been selected click Next to start communications with the STU. You are also able to choose (None) for a Bureau, if there is no Bureau. Click Next to proceed.



A progress bar is displayed to show the operator what point the write programming it is up to. The Write Programming process will proceed faster if the STU is using a Sky Tunnel Path.



This is the final screen of the Enrolment Wizard. To immediately complete the enrolment the operator must click the Finish button. Once the Finish button has been clicked the Enrolment Wizard window will disappear and the STU will be moved from the Unmonitored STUs section to the Monitored STUs section.

Sky Tunnel does not require a path test to be done. Click Finish to proceed.



STU DETAILS

The following 3 sections describe the purpose of the STU Programming, Path Test and Remote Control tabs.

To access the STU details, either double-click the STU or select the STU and click Edit STU Config

Additionally, the STU details screen will be displayed when creating a STU by clicking the Pre-Enrol STU button.

STU DETAILS - STU PROGRAMMING

Save Changes
This button allows the user to save changes that have been made to be saved to the Multipath Server. NOTE: For changes that have been made to be sent to the STU, the Write Programming button must be clicked.

Site Name
This field shows the name of the site.

Primary/Backup Phone No
These fields show the SIM card phone numbers. If there are 2 SIM cards installed in the STU it is recommended that the Backup SIM phone number be entered.

Client Code
The value in this field will match up with the value entered into the Automation System.

Reporting Format
This selects the format that will be reported by the STU to the Automation System. NOTE: These options can be grayed out depending on the STU or other selected options.

Plan
This selects the network and the monitoring level that the STU will be using.

Bureau
The Bureau that this STU is assigned to. Bureau users can only see, test, administer etc. STUs that they have been assigned.

Communications Mode
This section allows the user to select the communications mode that will be used by the STU to communicate with the connected alarm panel. NOTE: The Panel Type option is grayed unless "Securitel" is selected in the Communications Mode.

Cancel Changes
This button allows the user to discard all changes that have been made.

Write Programming
This button allows the user to write all of the configuration to the STU. NOTE: For changes that have been made to be sent to the STU, the Write Programming button must be clicked.

Hardware Info
This section displays the hardware information about the STU. This information is queried from the STU by the Multipath Server.

Network Type
Newer STUs will display network type. Eg. 2G or 3G.

AutoSync Time to Server
By ticking this check box the STU will Sync the time to the time on the server.

Disable AC Fail
By setting this check box the AC Fail will not be monitored by the STU.

PSTN Dial Prefix
This sets the number that the STU must dial in order to access the PSTN line on site. This is commonly used when there is a PABX on site.

Disable PSTN Monitoring
By setting this check box the PSTN connected to the STU will not be monitored.

Locked to Server
By setting this check box the STU cannot be manually defaulted by a technician on site.

Alarm Panel Monitoring
This sets the hard wired alarm panel monitoring method for a Premier STU.

Line Access Digit
This sets the number that the alarm panel must dial in order to access the PSTN line through the STU.

Remote Panel Access
This sets the alarm panel access method via the PSTN for a Premier STU. It is used to configure how the technician can "dial into" the alarm panel.

Ethernet Configuration
This displays the currently configured settings for a STU that is using Ethernet. These settings can be changed at any time and can then be sent to the STU by clicking the Write Programming button. For a STU that is not using Ethernet this section can be ignored.

Send Port No
This is the UDP port number that the STU will use as its "source port" when sending data to the Multipath Server. If there is more than 1 STU on the same site each STU should have a unique Send Port No. NOTE: If this is left at the default value of 0 then the STU will be using port 41001.

PRE-ENROLLING A STU

A STU can be pre-enrolled to minimise the amount of time taken to commission it when it is deployed on site.

1. Enter the name of the site where the STU will be installed in the Site Name field.
2. Enter the Primary Phone Number of the STU in the Primary Phone No field.

If the number isn't entered in international format then the number will automatically change to suit. Eg. Entering 0410 011 422 is acceptable and will automatically change to +61410 011 422.

STU Details

Save Changes

Cancel Changes

Write Programming

STU Programming

Path Test

Remote Control

Alarm Panel

STU Console

STU Details

Site Name

Enrollment Date

Primary Phone No

Backup Phone No

3. Enter the Client Code and select the reporting format the STU will be using to communicate with the server.

Client Code

56.0149

Multi Client Codes

Reporting Format

☒ ContactID
 ☐ IRFast
 ☐ IRFast Text

4. Select the plan that the STU will be enrolled on.

Plan

Plan

E3 - Test plan only

Cost

OC2D - Class 2 Optus Dual SIM

OC2DE - Class 2 Optus Dual SIM Ethernet

Bureau

OC2S - Class 2 Optus Single SIM

OC2SE - Class 2 Optus Single SIM Ethernet

Bureau

OC3D - Class 3 Optus Dual SIM

OC3DE - Class 3 Optus Dual SIM Ethernet

Commur

OC3S - Class 3 Optus Single SIM

OC3SE - Class 3 Optus Single SIM Ethernet

Commur

OC4DE - Class 4 Optus Dual SIM Ethernet

5. Select the Communication Mode of the STU to suit the alarm panel connected.

Communications Configuration

Communications Mode

Concept 3/4k GSM Protocol

Panel Type

Concept 3/4k GSM Protocol

Securitel Protocol

Dialler Capture

Ethernet Configuration

Legacy Concept GSM Protocol

Dialer Capture - Ademco Fast

6. If PSTN is not going to be used on a Premier STU, you can disable monitoring of the line by clicking the Disable PSTN Monitoring check box.

☐ Disable AC Fail
 ☐ Disable PSTN Monitoring
 ☐ Locked to Server

This page allows control actions to be configured. The STU auxiliaries can be controlled and when a Concept 3000 / 4000 alarm panel is connected to the STU via a High-Level interface, the Areas and Home Auxiliaries can also be controlled.

Save Changes

This button allows the user to save changes that have been made to be saved to the Multipath Server. NOTE: For changes that have been made to be sent to the STU, the Write Programming button must be clicked.

Authentication

When controlling a Concept 3000 / 4000 alarm panel, the permissions to perform these actions will be authenticated by the alarm panel. The technician on site will inform the control room of these details.

Add / Delete Action

Create a new action by clicking on the Add Action button. To delete an action, click on the action to delete and then click the Delete Action button.

Action Configuration

To configure an action enter the details into the fields available. Enter a Name, some notes (if an explanation is desired or required) and select if this action will be controlling a STU auxiliary or a Concept entity. The second row of the action will change depending on the selection that has been made.

SkyCommand Users

This button allows the central station to setup SkyCommand end users to have the ability to control the remote control options set by the Bureau or Control Station.

Test Settings

The Test Settings button can be used to verify that the correct authentication has been provided by the technician. Once this button has been clicked the status will be displayed next to the button.

7. Change the Alarm Panel Monitoring to the method suitable for the alarm panel connected.

8. If remote panel access is required, select the appropriate remote access option.

Select the time zone that the panel will be situated.

10. Select AutoSync time from Server to STU if needed. This requires the STU time zone to be set correctly.

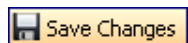
Please Note: STU time will be synchronized during a path test. The path test feature must be enabled for AutoSync to work.

11. Select Disable AC Fail if the STU is connected via battery. This feature is used when a constant AC fail Signal appears on the multipath client screen.

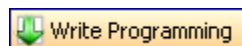
12. The notes field is a useful space to enter any miscellaneous information. For example-

- The STU's location within a building.
- The keys or access required to get to the STU.
- The Location of the STU's antenna.
- The location of the circuit breaker the STU.
- The name of the commissioning technician.

13. Click Save Changes once you have completed entering your data.



14. Click Write Programming to write the configuration to the STU so it can be monitored.



15. When you close this window you will notice that the STU is in the unmonitored STU list. Click the STU in the unmonitored list then click Enrol STU () to move the STU to the monitored STU list.

Note SkyTunnel devices cannot be pre-Enrolled

INTEGRITI / CONCEPT AUTHENTICATION

The Concept 3000 / 4000 High-Level Interface Authentication box allows for entry of an authorised SMS number, a programmed PIN or both to authenticate access to the STU and the connected panel.

Use the Test Settings button to confirm the entered SMS number or PIN number is correct. A message to the right of the button will indicate if the test was successful.

Test Settings

ACTIONS

Actions give operators the ability to control the STU, Integriti or Concept panel if connected via the high level interface. If configured, operators can control STU auxiliaries, Integriti named actions, Integriti areas, Concept home auxiliaries and Concept areas.

Adding a new action

1. To create a new action, start by clicking the Add Action button. A new action panel will appear in the action list:

The screenshot shows the 'Action Configuration' window. At the top, there's a tab for 'SkyCommand Users'. Below it, a section for 'Concept 3000 / 4000 High-Level Interface Authentication' contains fields for 'SMS Number' and 'Pin Number', and a 'Test Settings' button. The main section is titled 'Actions' and contains a description: 'Define the control actions which can be performed on this STU. To invoke the control actions defined here, click the 'Control' button in the Main application toolbar'. Below this is a form for adding a new action, with fields for 'Name', 'Notes', 'Aux No', 'Operation Mode' (Toggle, Pulse, Invert), and 'Test Action' (On, Off, Pulse).

2. Enter a Name to describe the purpose of the newly created action:
3. Click on Notes to enter an accurate description of the newly created action:

The screenshot shows the 'Action Configuration' window with the 'Add Action' button highlighted. The 'Name' field is set to 'Disengage Safe Lock' and the 'Notes' field contains the text: 'Wait until armoured cash transport staff have disarmed alarm system before disengaging safe lock.' The 'Aux No' field is empty, and the 'Operation Mode' is set to 'Toggle'.

4. Select the device the action will be controlling either a STU or a Concept or Integriti Controller.

The screenshot shows two radio buttons: 'STU' (selected) and 'Concept'.

If STU was selected

A. Select from one of the available auxiliaries in the Aux No drop down list box:

The screenshot shows the 'Aux No' drop down list box with 'Aux 1' selected. The list also shows 'Aux 2'.

B. Select the operation mode for the action:

Toggle - Selecting this option will allow the operator to turn the auxiliary either on or off.

Pulse - Selecting this option will allow the operator to turn the auxiliary on for a set duration.

The screenshot shows the 'Action Configuration' window with the 'Add Action' button highlighted. The 'Name' field is set to 'Toggle Front Room' and the 'Notes' field is empty. The 'Aux No' field is set to 'Aux 1' and the 'Operation Mode' is set to 'Toggle'.

C. If Pulse was selected then you will need to enter a pulse duration and a multiplier (either Sec or Min)

The screenshot shows the 'Action Configuration' window with the 'Add Action' button highlighted. The 'Name' field is set to 'Toggle Front Room' and the 'Notes' field is empty. The 'Aux No' field is set to 'Aux 1' and the 'Operation Mode' is set to 'Pulse' with a duration of '5' and a unit of 'Sec'.

If Concept was selected you will need to select either Area or Home Aux.

Please Note

If using an Integriti controller selecting Home Aux will control Named Actions

B. Select the Area or Home Auxiliary from the drop down list box:

The screenshot shows the 'Action Configuration' window with the 'Add Action' button highlighted. The 'Name' field is empty and the 'Notes' field is empty. The 'Type' is set to 'Home Aux' and the 'Area' dropdown list is open, showing a list of areas from [HA001] to [HA012].

5. Click Save Changes once you have finished creating the action.

Deleting an action

1. Select the action to want to remove.
2. Click Delete Action to remove the action.

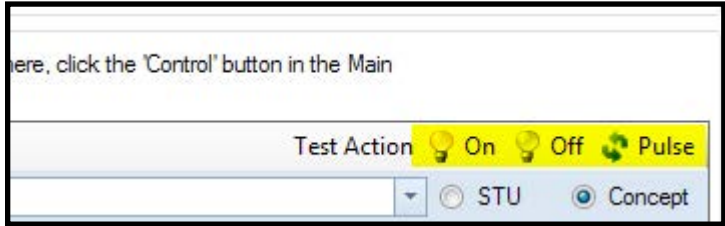
Testing actions

Once an action has been created, it can be tested by use of the On, Off and Pulse buttons.

Clicking the On button will cause the selected action to turn its associated auxiliary/area on.

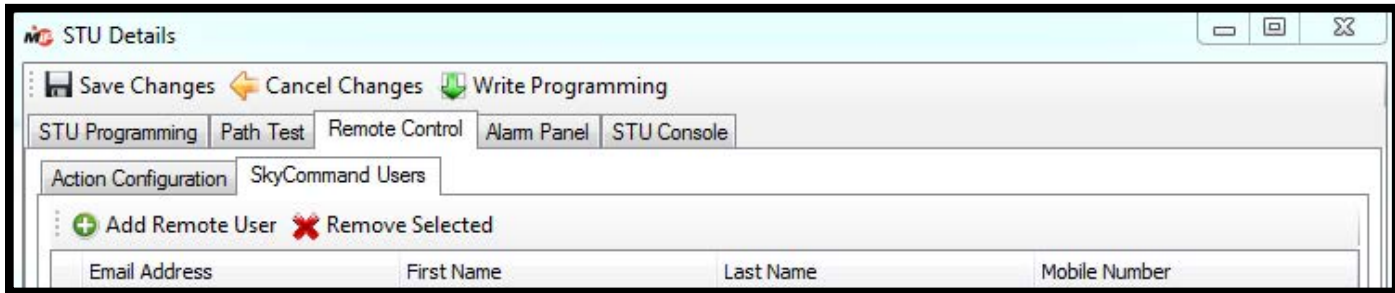
Clicking the Off button will cause the selected action to turn its associated auxiliary/area off.

Clicking the Pulse button will cause the selected action to turn its associated auxiliary/area on for a period of 5 seconds before turning it off again.



STU DETAILS - REMOTE CONTROL SKY COMMAND

SkyCommand is free and easy to use web application that is designed to remote control an alarm panel, monitored by a Multipath IP STU using a smart phone or tablet. To use this free service to control your alarm panel, your alarm panel must be monitored on the Multipath IP network using a Inner Range Multipath IP field device. Vist <http://skycommand.innerrange.com/skycommand/> for more information.



SkyCommand Users Actions

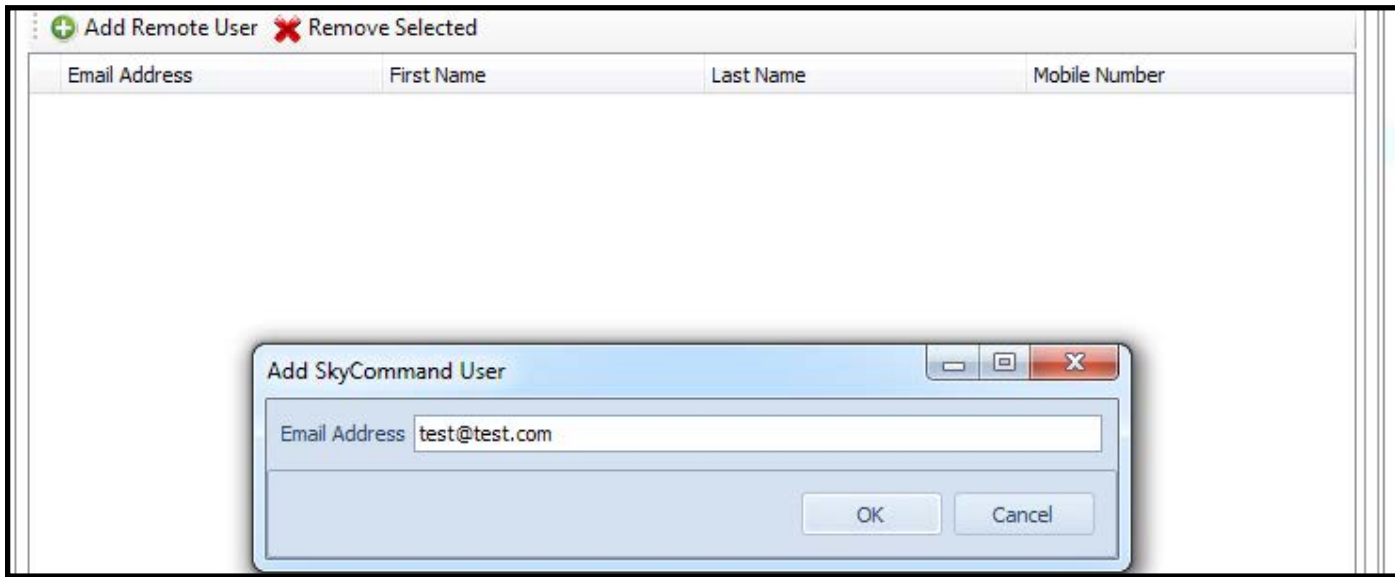
Clicking Add Remote User will give you the ability to add a new user to SkyCommand.

Clicking Remove Selected will give you the ability to remove a SkyCommand user.

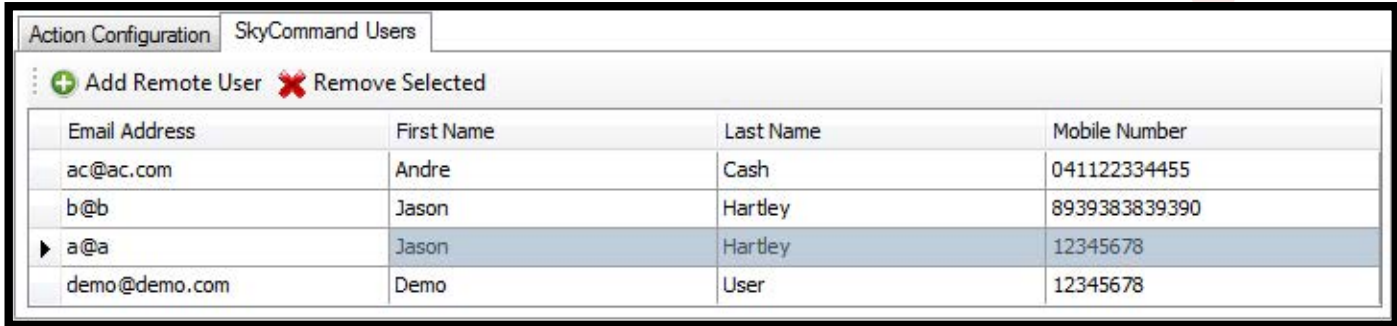
Clicking Add Remote User will produce the dialog below.

Adding a SkyCommand User

Enter in the Email address of the user (this acts as their user name) and click OK

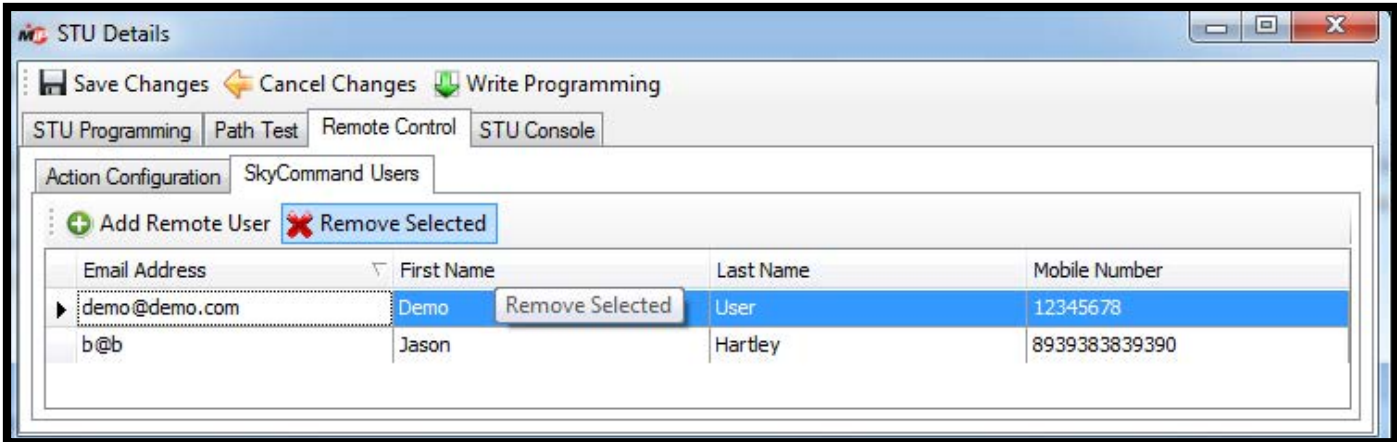


A Message will be received if successful. The list will now be updated to include the newly added Sky-Command user.

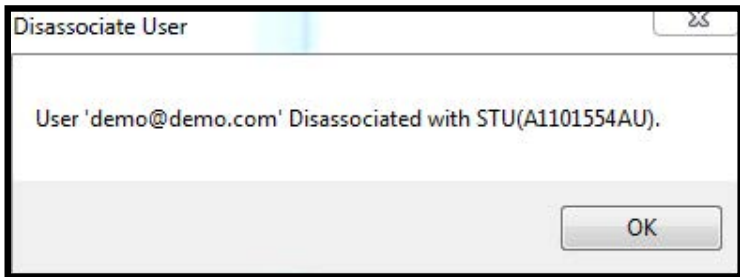


Removing a SkyCommand User

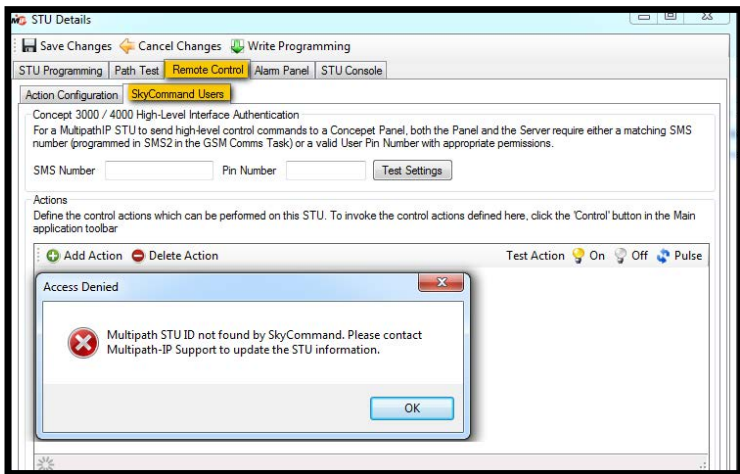
To Remove a User, click on the email address (user) you would like to remove SkyCommand Functionality from. Then proceed to "Remove Selected".



Once this is successfully completed, the message below (With your STU) should appear.



If by selecting the tab Remote control > SkyCommand Users you are presented with the error shown below. Please call Inner Range and ask for your newly connected STU to be updated in SkyCommand.



STU DETAILS - PATH TEST

Save Changes

This button allows the user to save changes that have been made to be saved to the Multipath Server. NOTE: For changes that have been made to be sent to the STU, the Write Programming button must be clicked.

PSTN Test Schedule

The automated PSTN test is configured by making the desired selection from the Recurrence and Schedule Parameters options.

Path Test

This page allows the configuration of the automated Path Test Schedule and the PSTN Test Schedule. A manual Path Test can also be run by clicking on the Test Paths button.

Path Test Schedule

The automated Path test is configured by making the desired selection from the Recurrence and Schedule Parameters options.

Path Warning

The Path Warning configuration determines how long the Multipath System will wait before an event is sent to the Automation System to report a Path Warning.

Test Paths

By clicking the Test Paths button a path test will be triggered straight away.

Test Schedule Recurrence & Schedule Parameters

The PSTN Test Schedule and Path Test Schedule allows for an automatic test of the communications paths. Depending on the global system settings that was configured by Inner Range, these settings might have already been set during the STU enrolment.

To start a scheduled test It is strongly recommended that the scheduled path tests are enabled.

1. Select either a Daily or Weekly re-occurrence.
2. Tick the box next to the time field.

The screenshot shows the 'STU Details - Path Test' window. It has two main sections: 'Default Path Test Schedule' and 'Default PSTN Test Schedule'. Both sections have a 'Recurrence' section with radio buttons for 'Daily', 'Weekly' (selected), and 'Never'. The 'Default Path Test Schedule' also has a 'Schedule Parameters' section with a 'Run weekly on the following days' section (S, M, T, W, T, F, S) and 'At the following times' section (09:00 and 16:00). There is a 'Raise Path Warning if path has been offline for' section with a value of 3 Days. The 'Default PSTN Test Schedule' has a 'Schedule Parameters' section with the text 'This schedule is never run'.

4. Click Save Changes to finish.

Raise Path Warning

Path tests can report alarms to the Automation System if the schedule path test fails. If 'Raise Path Warning if path has been offline for' has been set to a value above 0, then an alarm will be transmitted to the Automation System after a failed Path Test if there has been no communications from the STU via the path during the past set number of days. It is recommended that this setting is a value above 0.

Polled Path test

A manual path test can be initiated by clicking the Test Paths button.

Note Test Paths can be used to re-test a previously failed scheduled path test.

The screenshot shows the 'Polled Path Test' window. It has a title bar 'Polled Path Test' and a subtitle 'The MultipathIP Server will initiate a test of all polled paths for this STU with the results shown below'. There are three test results: 'Ethernet Not Tested' (with a crossed-out icon), 'GPRS 1 Not Tested' (with a crossed-out icon), and 'GPRS 2 Not Tested' (with a crossed-out icon). There are 'Test Paths' and 'Abort' buttons.

UN-ENROLING PARAMETERS

To un-enrol a STU, right-click the STU and click un-enrol in the drop down menu, Alternatively, left click once to highlight the STU, then select un-enrol in the ribbon bar.

The screenshot shows a list of STUs. The first STU is '61467122699' with 'OmniLink 03.04.00-01' and 'Test STU'. A right-click context menu is open over the STU, showing options: 'Edit Configuration', 'View Messages', 'Write Programming', 'Send Command', 'Suspend Monitoring', and 'Unenrol' (highlighted).

Path Status

The path status demonstrates three path icons (Ethernet, GPRS 1 and GPRS 2). The Green icons illustrate there is 2-way communications on Ethernet and GPRS 1. Yellow path state colour indicates that the path is in one way communications. Please refer to Path States indicated page 23.

Ethernet Status

Ethernet Status is a good indicator to diagnose IP Network problems. It will illustrate

- If the Ethernet card on the STU is ok
- If the Ethernet cable is ok
- If the IP address is valid

GSM/GPRS Status

This shows the GSM Modem status (Online with the Telstra (AU) Network, the IP Address it has attained by Telstra. What Sim the STU is currently using and the current signal it has attached to

PSTN Status

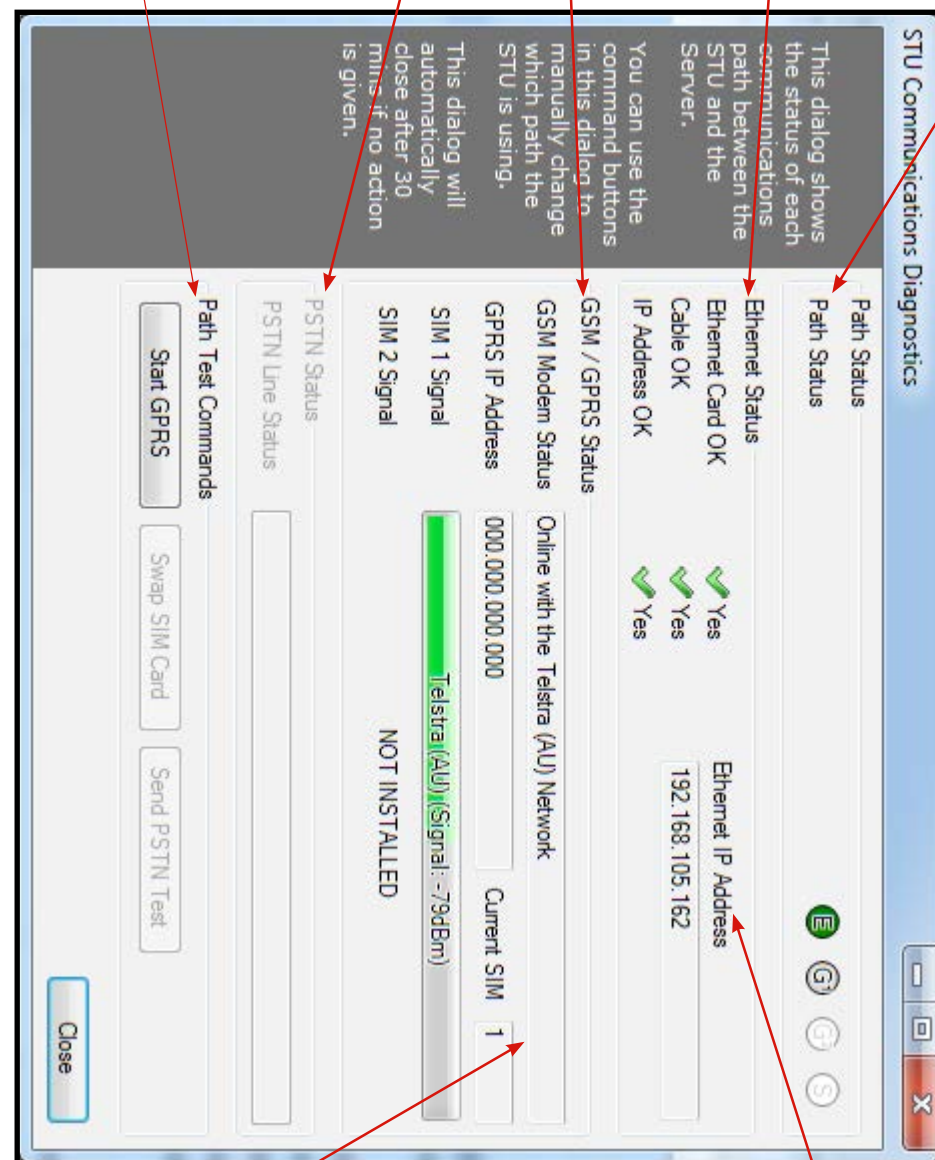
Returns the Status of the PSTN actual Status by checking the voltage. Dependent on the voltage it will return a status.

Path Test Commands

The path test commands allow you to:

- Start GPRS - Attain a GPRS IP address from the network
- Swap Sim Card - Send a command to the STU to go from SIM 1 to SIM 2
- Conduct a PSTN Test - Tests the Voltage on the PSTN line and returns a Status in "PSTN Line Status"

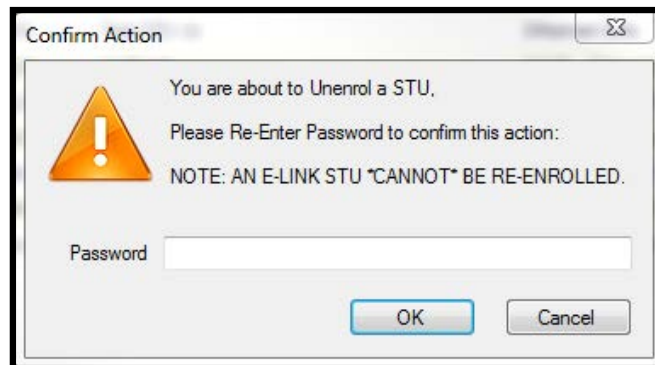
Note If the Diagnostics windows is open for more than 30 minutes with no action given, it will automatically close itself. In order to mitigate risk of consuming absorbents amounts of data



Ethernet IP
The Ethernet IP Address illustrates what IP the STU has been allocated via DHCP or Static IP

Path Warning
The Path Warning configuration determines how long the Multipath System will wait before an event is sent to the Automation System to report a Path Warning.

A dialog will pop-up to confirm your un-enrolment selection, this will prompt you for your login password. This will mitigate risk of un-enrolling the wrong STU or possibly a STU that cannot be recovered without technician intervention.



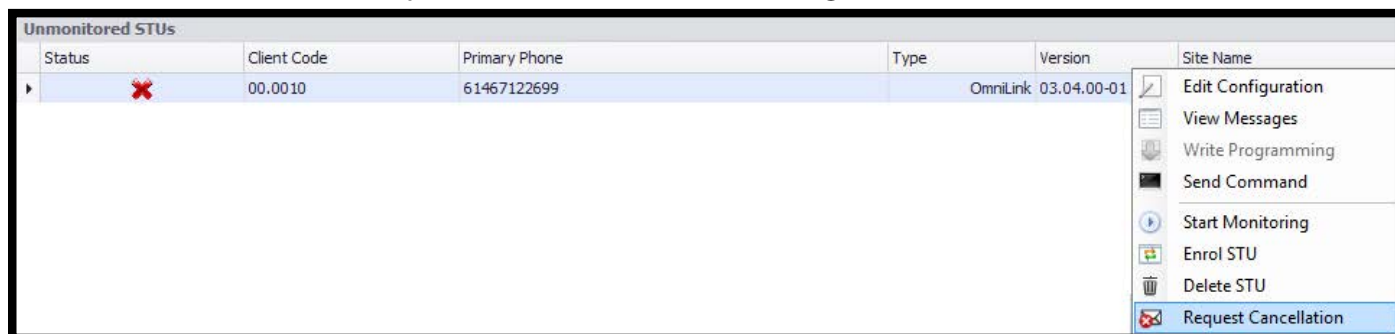
Once the password has been entered, the STU will be moved to the unmonitored STU's section.

Unmonitored STUs					
Status	Client Code	Primary Phone	Type	Version	Site Name
	00.0010	61467122699	OmniLink	03.04.00-01	Test STU

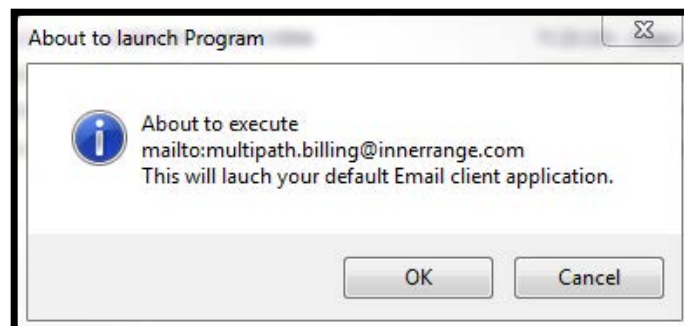
Note If an E-Link is un-enroled, it will require a technician to go on site and re-initialise Ethernet settings in order for the STU to continue communicating with the intended Monitoring Station.

Request cancellation for STU

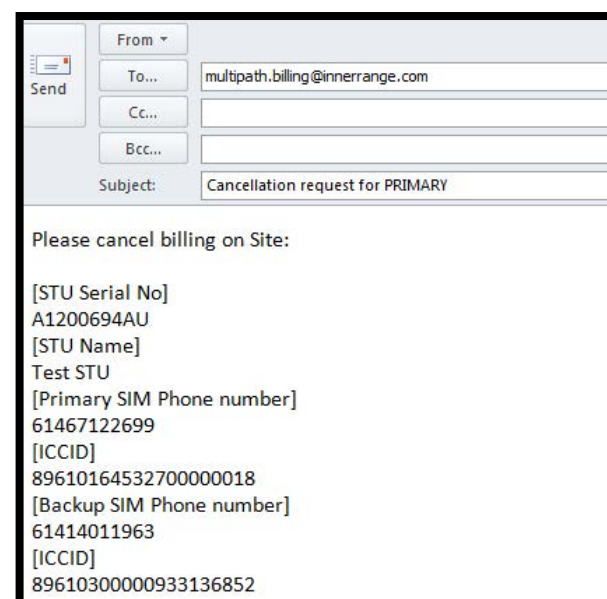
An un-enrolled STU can be requested for cancellation of billing.



Right Clicking on an Un-enroled STU will allow you to send a cancellation to Inner Range Billing, by selecting the request cancellation option. It will prompt for your permission to execute your default e-mail service to send the "cancellation email".



Once OK is clicked your email service will have opened. It will have filled out an composed e-mail that is ready to be sent to multipath.billing@innerrange.com



Save Changes

This button allows the user to save changes that have been made to be saved to the Multipath Server. NOTE: For changes that have been made to be sent to the STU, the Write Programming button must be clicked.

Manage Users

PIN codes can be allocated up to 32 users.

Program Inputs

Alarm panel mode can use up to 10 zones on the STU.

User Number

A unique identifier that allows the central station to associate a user with a number.

Enabled

Allows the user to be active to be able to use the panel.

Write Programming

Once changes are made, to be active on the STU, a write programming must be conducted.

User Name

Allows the Central Station to associate a name to a user.

Pin

Allows the user to log in with a unique code which is tailored to their user name and user number.

Save Changes

This button allows the user to save changes that have been made to be saved to the Multipath Server. NOTE: For changes that have been made to be sent to the STU, the Write Programming button must be clicked.

Enable Alarm Panel Mode

Checking this option enables the STU alarm panel functionality.

Siren Time

The time the siren will run for after an input has changed to an alarm state.

Program Inputs

Alarm panel mode can use up to 10 zones on the STU.

Manage Users

PIN codes can be allocated up to 32 users.

Entry Delay & Exit Delay

These options allow a time for a user to activate particular zones without generating an alarm during entry or exit.

Tamper Options

The STU can monitor the cabinet and key switch zones. These zones are separate from the programmable inputs.

Remote Control

Tickling Allow Remote Arm / Disarm allows operators to control the STU alarm functionality.

CONFIGURING A STU FOR USE AS AN ALARM PANEL

The STU alarm panel mode allows the STU to operate as a single area 10 zone alarm system with a maximum of 32 users.

Initial setup

1. Tick Enable Alarm Panel Mode to start using the STU alarm panel feature.

STU Details

Save Changes Cancel Changes Write Programming

STU Programming Path Test Remote Control Alarm Panel STU Console

System Properties

☒ Enable Alarm Panel Mode

☐ Send Open / Close events

Tamper Options

☐ Enable Cabinet Tamper

☐ Enable Keyswitch Tamper

2. If open and close reporting is required, click the Send Open / Close events tick box.

3. Change the entry and/or exit delay if required.

Entry Delay (sec) 0 Exit Delay (sec) 0

Siren Time (min) 0

Pulse Count 0 Pulse Reset (sec) 0

☐ Enable Auto-Arm 12:00 AM

☐ Monitor Panic Input

Remote Control

☐ Allow Remote Arm / Disarm

4. The configured siren time is the length of time the siren will run from the last input going in to an alarm state.

Siren Time (min) 0

Pulse Count 0 Pulse Reset (sec) 0

☐ Enable Auto-Arm 12:00 AM

☐ Allow Remote Arm / Disarm

5. If the cabinet tamper is connected to Zone 12 then click the Enable Cabinet Tamper check box.

6. If a key switch is connected to Zone 11 then click the Enable Keyswitch Tamper check box.

7. Tick Allow Remote Arm / Disarm to give operators control over the alarm panel feature.

Tamper Options

☒ Enable Cabinet Tamper

☒ Enable Keyswitch Tamper

Remote Control

☒ Allow Remote Arm / Disarm

Input programming

9. Enable zones by clicking the Enabled check box for each of the required inputs and enter a name to describe the inputs.

Zone Number	Enabled	Description	Zone Type	Arm Options	Silent	Remote Isolate
1	☒	Zone 1	Instant	Force Arm	☐	☐

11. Change the zones to one of the 4 zone types.

Zone Number	Enabled	Description	Zone Type	Arm Options	Silent	Remote Isolate
1	☐	Zone 1	Instant	Force Arm	☐	☐
2	☐	Zone 2	Instant	Force Arm	☐	☐
3	☐	Zone 3	Delay	Force Arm	☐	☐
4	☐	Zone 4	24 Hour	Force Arm	☐	☐

- Instant – The panel will instantly send the panel into alarm
- Delay – Waits for a certain amount of time until panel goes in to alarm
- 24 Hour – Monitored for 24 hours
- Handover – Multi-state alarm.

12. Change arm options out of 3 different types.

Zone Number	Enabled	Description	Zone Type	Arm Options	Silent	Remote Isolate
1	☐	Zone 1	Instant	Force Arm	☐	☐
2	☐	Zone 2	Instant	Force Arm	☐	☐
3	☐	Zone 3	Instant	Auto Isolate	☐	☐
4	☐	Zone 4	Instant	Force Arm	☐	☐

- Force Arm - The panel will arm normally even if the zone is unsealed.
- Auto Isolate -The panel will arm normally even if the zone is unsealed. Additionally, the zone will be isolated.
- Deny Arm - The panel will not arm if the zone is unsealed. The operator will need to ensure the zone is sealed before attempting to arm.

13. If the input is not to activate the siren then tick the silent check box.

14. If operators should be allowed to isolate zones on the STU then tick the remote isolate tick box.

Zone Number	Enabled	Description	Zone Type	Arm Options	Silent	Remote Isolate
1	☐	Zone 1	Instant	Force Arm	☒	☒
2	☐	Zone 2	Instant	Force Arm	☐	☐
3	☐	Zone 3	Instant	Force Arm	☐	☐
4	☐	Zone 4	Instant	Force Arm	☐	☐

User programming

15. Click the Manage Users tab.

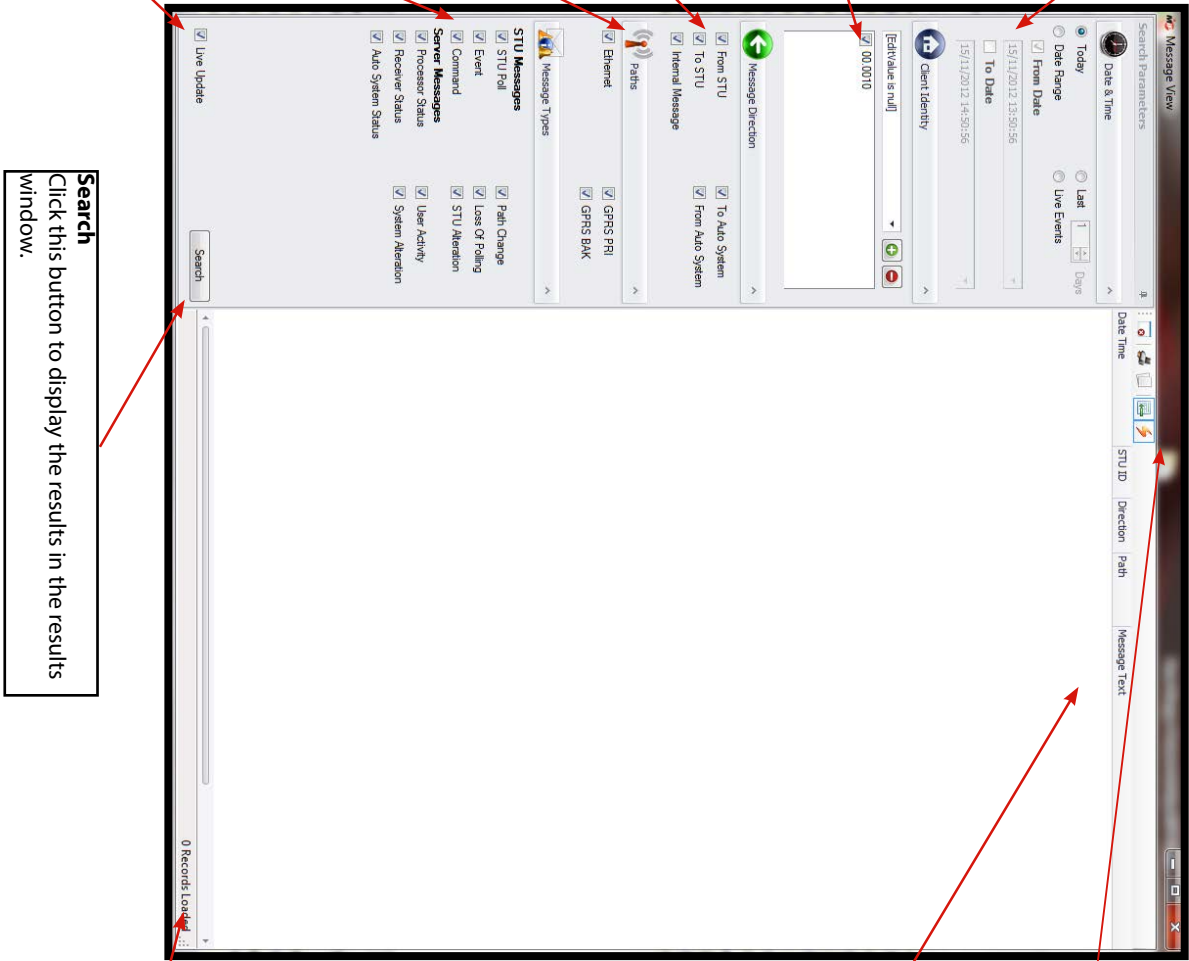
User Number	Enabled	User Name	Pin
1	☒	User 1	
2	☐	User 2	
4	☐	User 4	

16. To enable a user click the enabled tick box.

User Number	Enabled	User Name	Pin
1	☒	User 1	
2	☐	User 2	
4	☐	User 4	

To open the STU message view, click on the STU then click on the View STU Messages () button.

- Search Parameters**
The search parameters consist of
 - Date & Time
 - Client Identity
 - Message Direction
 - Paths
 - Message Types
- Client Identity**
Indicates what messages will be displayed according to what is checked
- Message Direction**
Filters that can show messages from or to the Stu, or From or to the Automation system
- Paths**
Filters that can show messages from particular paths, either Ethernet or GPRS
- Message types**
Filters that demonstrate particular messages from the STU, Events, Commands, Path Changes etc.
Including Server messages such as processor status, receiver status, etc.
- Live Updates**
As events occur the results window can be automatically updated.



Search
Click this button to display the results in the results window.

Record Count
Displays the total number of records displayed.

Results Window
Columns that can be displayed are:

- Client Code
- Date Time
- Direction
- Event Type
- Message Text
- Path
- Raw Message Data
- Remote Endpoint
- Rx ID
- STU ID

Tool bar
The tool bar buttons:

- Clear Message Window
- Print Messages
- Copy Messages
- Show messages sent to the Automation System
- Live Update.

17. Enter a name for the user.
18. Enter a PIN code for the user.

Program Inputs				
Manage Users				
Test				
User Number	Enabled	User Name	Pin	
1	☒	Test User	****	
2	☐	User 2		
4	☐	User 4		
5	☐	User 5		

19. Click Save Changes when you're completed.
20. Click Write Programming to write the programming to the STU.

SYSTEM STATUS

To view the system status click on the System Status  in the toolbar

System Status		
Monitored STUs		
Name	Status (Text)	Status
Database Connection	Available (Processed: 17219 Good, 0 Bad Messages)	✓
Event Log	1. Jasper (User: InnerRangeAPI) -- 2. Web SMS Gateway (API ID: 3117385, User: IR_Test, SessionID: a64674cea27a9caefcc7c6e565ed3a30)	✓
SMS Connection	Running (Processed: 6164 Good, 0 Bad Messages)	✓
Message Handler	2 of 3 nodes OK	✓
Receiver Connections	0 messages queued (Processed: 263 Good, 0 Bad Messages)	✓
Automation System Connec...	Connected - rx count: 637	✓
SkyTunnel Connection		✓

It is important that all items are ticked (✓) in the status column. This indicates that the server communication paths are working, the server services are working and the alarm Automation System is connected and working properly.

A blue cross (✕) indicates that the item is not used or not configured for use.

If you have an orange exclamation mark (⚠) or red cross (✖) then you should investigate further as to exactly what the problem is.

Scenario:
There are two exclamation marks (⚠) next to two items:

Name	Status (Text)	Status
Database Connection	Available (Processed: 1648717 Good, 0 Bad Messages)	None
Event Log	Web SMS Gateway (API ID: 3117385, User: IR_Test, SessionID: b96262fd033943cadf0f43ef9d0aa2e3)	✓
SMS Connection	Running (Processed: 760310 Good, 634 Bad Messages)	✓
Message Handler	1 of 3 nodes OK	⚠
Receiver Connections	No Auto System Connected (386 messages queued)	⚠
Automation System Connec...		⚠

By clicking on the two plus (+) icons to the left of the items, we can see more detail:

Name	Status (Text)	Status
Database Connection	Available (Processed: 1649331 Good, 0 Bad Messages)	None
Event Log	Web SMS Gateway (API ID: 3117385, User: IR_Test, SessionID: b96262fd033943cadf0f43ef9d0aa2e3)	✓
SMS Connection	Running (Processed: 760593 Good, 634 Bad Messages)	✓
Message Handler	1 of 3 nodes OK	⚠
Receiver Connections	Processing. Connected to 127.0.0.1:2914 (Processed: 761227 Good, 0 Bad Messages)	⚠
IR HOSTED LIVE	Authenticated to 172.16.0.6:2936	✕
IR OPTUS	Authenticated to 192.168.1.7:2913	✕
IR RECEIVERS	No Auto System Connected (386 messages queued)	✕
Automation System Connec...	IP Comms Fail: (Backup)	✕
AS		✕

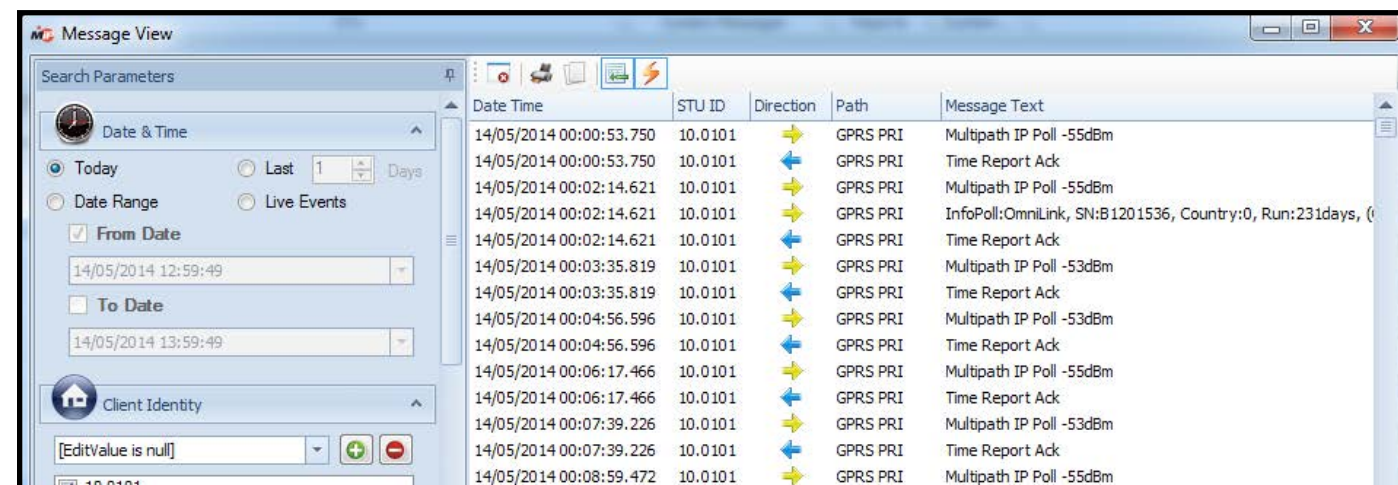
We can see that two receiver connections are either not used or not configured. This is ok (✕). Also, there is no connection to the alarm automation system (✖). This should be addressed immediately!

USING MESSAGE VIEW

The message view window has 5 main configuration groups that can assist in finding particular events.

Click Search to view messages based on the search criteria settings. Ticking Live Update will cause the message viewer to automatically update as new events that match your search criteria are generated.

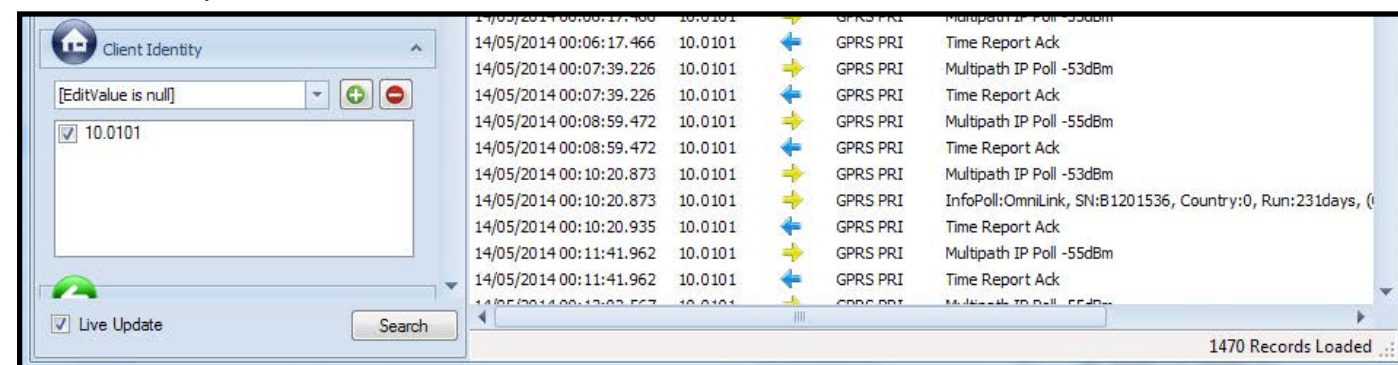
Date & Time



If required you can specify an exact time frame that you'd like to view events from.

Selecting Live Events will only display events generated after the Search button has been pressed.

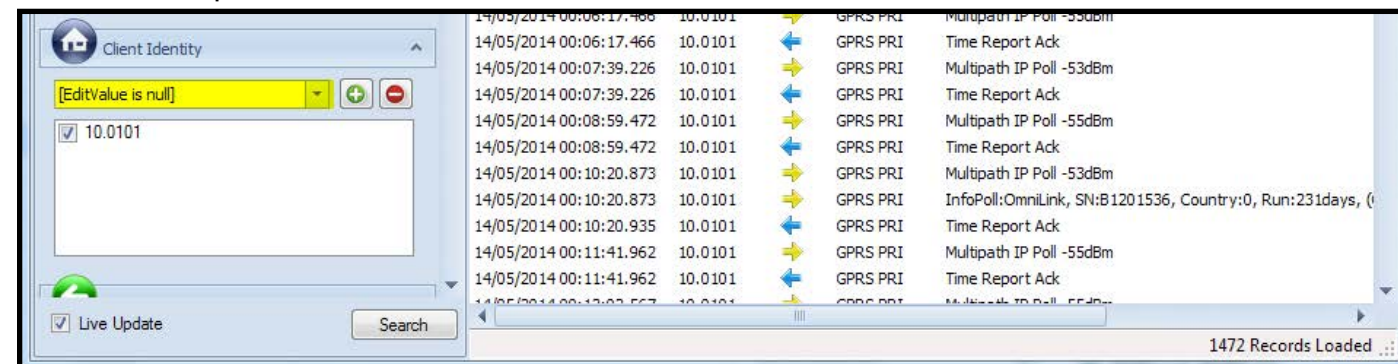
Client Identity



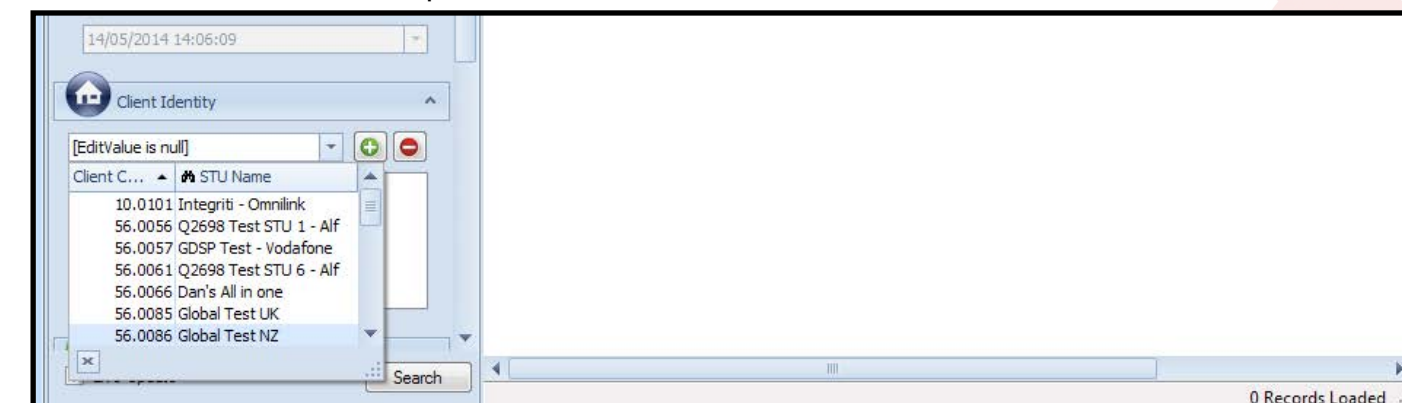
Events for one or many STUs can be selected by ticking the check box to the left of the STU.

To add a STU to the list:

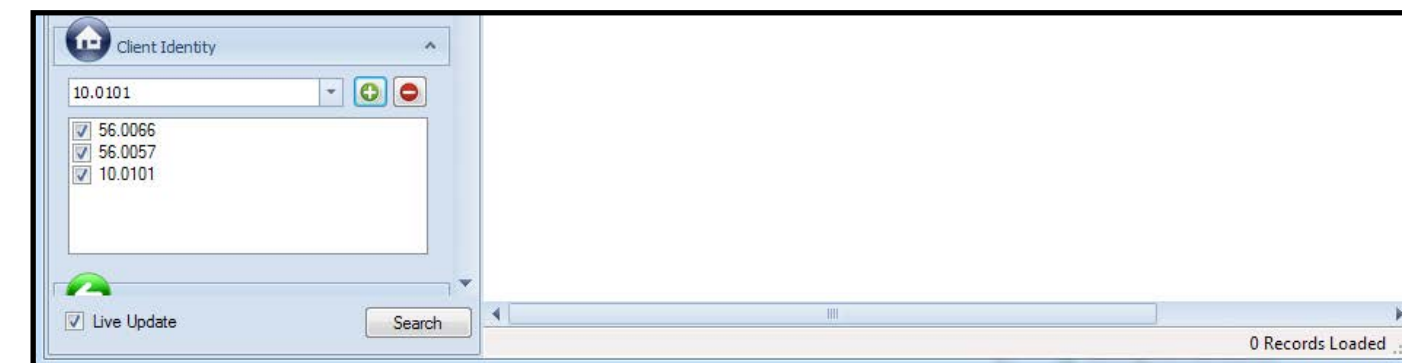
1. Click the drop down box



2. Select the STU from the drop down list box



3. Click the plus  button to add the STU to the list.

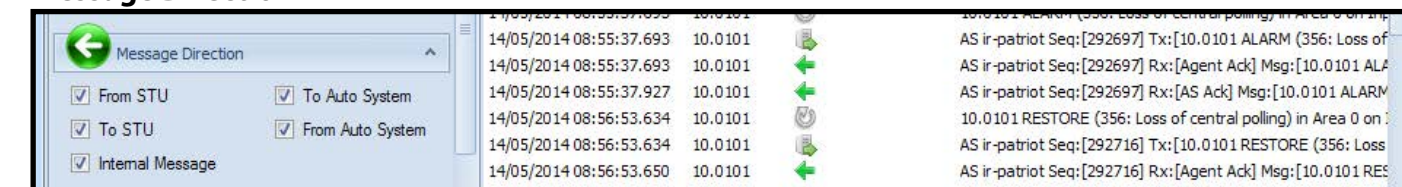


To remove a STU from the list:

1. Select the STU you want to remove from the list.

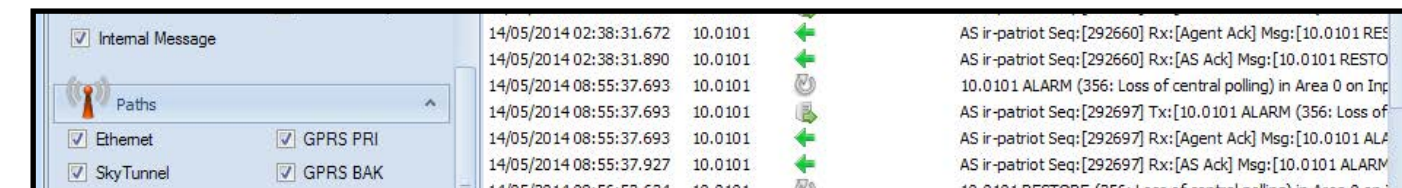
2. Click the minus  button.

Message Direction



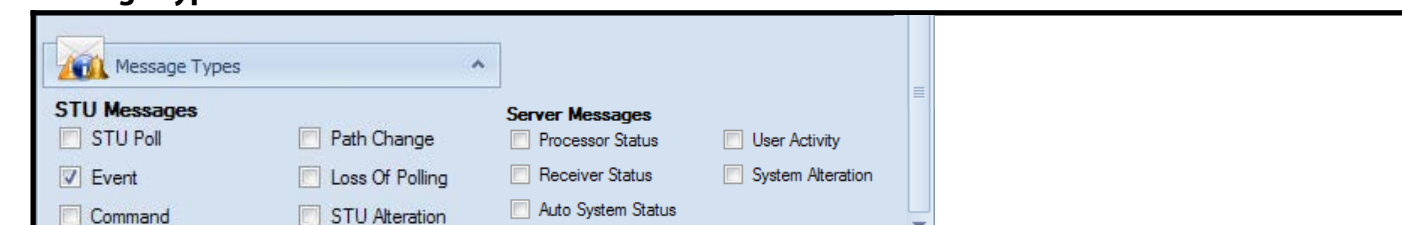
Messages that are from the STU, to the STU, internal, to the automation system or from the automation system can be filtered here.

Paths



Messages sent over Ethernet, GPRS primary, GPRS secondary and Sky Command can be filtered here.

Message Types



STU message types and Server message types can be filtered here.

PRINT PREVIEW

PRINT PREVIEW

Preview Menu
Functions such as available from the

Preview Menu
Functions such as available from the

Print Preview
A preview of what the printed message results will look like.



Page indicator
Displays the current page number and the total page count.

Zoom indicator
Displays the scale of the print preview.

	Search	Search all of the preview pages for text. Will also provide a total match count.
	Customize	Allows you to customise the layout of the preview pages.
	Open	Open a previously saved preview.
	Save	Save the current preview pages.
	Print...	Will display printing preferences with the option to print.
	Print	Will automatically print the preview pages to the default printer.
	Page Setup	Allows you to customise the page layout and printer.
	Header and Footer	Allows creation of a header and/or footer with page numbers, times, user details, fonts, etc...
	Scale	Change the scale of the preview pages.
	Hand	Used to navigate the preview pages.
	Magnifier	Change the mouse to a magnifier – click to zoom in/out.
	Zoom Out	Zoom out of the currently viewed preview page(s).
100% ▾	Zoom	Change the zoom scale to a preset size.
	Zoom In	Zoom in to the currently viewed preview page(s).
	First Page	Go back to the first preview page.
	Previous Page	Go to the previous preview page.
	Next Page	Go to the next preview page.
	Last Page	Go to the last preview page.
	Multiple Pages	Change the current view to display one or many pages at once.
	Colour	Change the background colour of the preview pages.
	Watermark	Add a text and/or picture watermark to all or a select number of preview pages.
	Export Document	Save the preview pages as a PDF, HTML, MHT, RTF, XLS, CSV, Text or Image file.
	Send via Email	Email the preview pages as a PDF, HTML, MHT, RTF, XLS, CSV, Text or Image file attachment.
	Exit	Exit the Preview window and return to the Message View window.

UNDERSTANDING THE AVAILABILITY REPORT

By default an availability report will check data for the last month. To change this, modify the From Date and To Date fields. Please note: that the Multipath system event log is usually set to remove data older than 90 days.

To run the availability report click the  button.

All of the columns listed below are displayed by default:

STU Name	The name given to the STU during enrolment.
Client Code	The client code given to the STU during enrolment.
Time Unmonitored	The total time the STU was unmonitored.
Time Monitored	The total time the STU was monitored.
Time Offline	The total time the STU was monitored but offline.
Time Online	The total time the STU was monitored and online.
Availability	A percentage representing the total time online over the total time monitored.

Clicking the plus  to the left of a STU will expand the STU out to display the total time each communication path was available:

STU Name	Client Code	Time Unmonitored
> Beef STU	00.0030	44.11:29:12.1641250
	Path	Time Available
	> GPRS	00:12:13.8906250
	GPRS_2	00:00:00
	TenBaseT	3.10:41:07.5546250

It is to be expected that the time online will be exceeded by the total of all of the paths online. This is due to path changeovers where the STU will momentarily communicate on multiple paths simultaneously.

Note To sort multiple columns hold shift and click the additional columns in the column header row.

AVAILABILITY REPORT

The availability report can be used to display the total uptime of a particular STU, uptime on each STU and other important information. It is recommended that an availability report is run and exported monthly for grading and historic purposes.

STU availability
This will appear as a new tab next to monitored STUs.

From Date To Date
By default the last month is selected

Header Row
Click a column in the header row to sort.

STU Name	Client Code	Time Unmonitored	Time Monitored	Time Offline	Time Online	Availability
Debeled STU (00.5448)	00.5448	30.22:56:01.8593750	00:03:58.1466250	00:00:00	00:03:58.1466250	100%
Debeled STU (00.5448)	00.5448	30.22:59:15.6718750	00:00:44.281250	00:00:00	00:00:44.281250	100%
Debeled STU (00.5447)	00.5447	30.22:01:16.2656250	00:58:43.7343750	00:00:00	00:58:43.7343750	100%
Debeled STU (00.5447)	00.5447	30.22:58:23.9750000	00:01:36.1250000	00:00:00	00:01:36.1250000	100%
Debeled STU (00.5447)	00.5447	30.22:59:55.7500000	00:00:04.2500000	00:00:00	00:00:04.2500000	100%
Debeled STU (00.5447)	00.5447	30.22:59:54.5000000	00:00:05.5000000	00:00:00	00:00:05.5000000	100%
Debeled STU (00.5447)	00.5447	30.22:58:38.9843750	15.00:27:21.0156250	00:00:03.0781250	15.00:27:17.9375000	100%
Test STU 1	00.0001	29.06:03:55.5625000	1.16:54:25.4375000	00:00:05.8750000	1.16:54:19.5625000	99.998%
Test STU 6	00.0006	00:00:00	30.23:00:00	00:00:41	30.22:58:19	99.998%
Test STU 4	00.0004	15.32:35.5000000	30.27:27:24.5000000	00:04:37.8893750	30.07:22:46.6406250	99.989%
Test STU 7	00.0007	00:00:00	30.23:00:00	00:04:57.6250000	30.22:55:02.3750000	99.989%
Test STU 3	00.0003	2.13:55:45.5781250	28.09:04:14.4218750	00:04:38.6125000	28.08:39:35.6693750	99.989%
Test STU 8	00.0008	2.09:40:42.9375000	28.13:19:17.6825000	00:11:57.4218750	28.13:07:19.6406250	99.971%
Debeled STU (00.5447)	00.5447	28.05:33:31.7500000	2.17:28:28.2800000	00:14:22.7343750	2.17:12:05.5156250	99.634%
Debeled STU (00.5447)	00.5447	04:52:28.6406250	00:18:07:33.3937500	02:43:48.9625000	30.15:20:44.7968750	99.633%
Debeled STU (00.5447)	00.5447	30.22:51:28.3125000	00:00:01.6875000	00:00:05.9937500	00:00:26.0937500	98.907%
Debeled STU (00.0011)	00.0011	29.06:03:10.0937500	1.16:54:25.4375000	00:00:05.8750000	1.16:03:37.5468750	97.914%
Test STU 5	00.0005	00:01:45.4531250	30.22:58:17.9375000	1.01:59:28.8750000	29.20:58:47.6718750	96.507%
Test STU 5	00.1038	2.03:42:46.6718750	28.19:17:13.5831250	1.01:59:28.8750000	27.17:17:33.4843750	96.24%
Debeled STU (00.5448)	00.5448	30.22:48:10.9218750	00:15:49.0781250	00:01:05	00:14:44.0781250	93.131%
Debeled STU (00.1239)	00.1239	30.00:16:21.7187500	22:43:28.2812500	01:36:40.2343750	21.06:58.0468750	92.811%
Debeled STU (00.1239)	00.1236	00:00:00	30.23:00:00	2.11:35:22.4531250	28.11:24:37.5468750	91.98%
Debeled STU (00.0003)	00.0003	00:00:00	30.23:00:00	2.12:04:45.0156250	28.10:55:14.9843750	91.914%
Debeled STU (00.0003)	00.1198	21.12:36:22.3750000	9.10:23:17.6250000	18:40:43.1406250	8.14:42:54.4843750	91.308%
Debeled STU (00.0003)	00.0011	2.08:51:05.7343750	28.14:08:14.2856250	4.00:43:15.7343750	24.10:25:38.5312500	85.467%
Debeled STU (00.0011)	00.0013	30.03:07:14.2812500	20:52:45.3187500	03:14:53.4375000	17:37:54.0312500	84.485%

Copy tool
This copy tool can be used to paste data in to notepad or excel.

Print Preview
Go to the print preview window. Search and export are available from print preview.

CONFIGURATION OPTIONS

The Multipath system is configured by Inner Range and can be customised to suit the requirements for each individual installation. Below is a list of the available advanced configuration options:

Server / STU AS Identity

Default Plan

A default plan that will be automatically selected during STU enrolment.

Next STU Client Code

The next client code that will be assigned to a STU can be specified.

MultipathIP Server Client Code

The MultipathIP Server client code can be specified.

Throttle Offline Alarms

Throttle 'Loss Of Polling' Alarms

If a network outage occurs 'Loss of Polling' alarms can be throttled to avoid flooding the Automation System.

Trigger Throttle At X Alarms in Y mins

If x loss of polling alarms occur in y mins, the MultipathIP server will throttle the reporting of these alarms to the automation system. A throttling message will be sent to the Automation System to indicate this is taking place.

When throttled send 1 Message Every x

Number of loss of polling messages to send to the Automation System per x seconds.

Default Path Test Schedule & Default PSTN Test Schedule

Recurrence

Set the default path test recurrence to daily, weekly or none

Schedule Parameters

If a recurrence has been set then a time and/or date can be set as default.

Raise Path Warning if path has been offline for

A default number of days can be set to warn is a path has been offline.

Randomly generate a test time between x and y.

Test schedule times can be set to a random time between an upper and lower limit.

Path Test Options

Enable Path Test

This can be set to enable path test schedules.

GSM SIM Swap Grace Time

During a path it's expected that the time that it takes the GSM modem to swap between SIM cards will exceed the permissible 'Loss of Polling' timeout for the STU's plan. The grace time is the extra time that is added onto the 'Loss of Polling' timeout to allow for the GSM modem to swap SIM cards. The purpose

of this additional time is to stop the Multipath system from sending false 'Loss of Polling' events to the Automation System during the Path Test.

Maximum Path Test Retries

The total number of path test retries if a scheduled path test has failed.

Re-Run failed path tests after

The time between Path Test retries after the scheduled path test has failed.

Alarm Repetition Times

Re-Transmit Loss of Polling Alarms every

If loss of polling occurs, the loss of polling message will be resent to the automation system every x hours from the original 'Loss of Polling'.

Re-Transmit Path Warning Alarms every

If a path warning alarm occurs, the path warning message will be sent to the automation system every x hours from the original 'Path Warning'.

Housekeeping Tasks

Keep Event Log Data for x days.

The event log is usually set to 90 days. After this time the data is purged.

RL Mapping

Enable Path to RL Mappings.

The receiver number / line number can be mapped so each communication path has its own unique identifier.

Plans

Enable GSM Voice.

Plans can optionally include a GSM redundant path. This is configured to be off by default and is an additional cost if turned on. Contact Inner Range for more information.

GLOSSARY

STU	Serial Transmission Unit - Omnilink, Premier or Serial
PSTN	Public switched telephone network
Mobile Plan	Service that enables you to send and receive data
GPRS	General Packet Radio Service
GSM	Global System for Mobile
Enrol	Process of assigning a STU to the Multipath IP software.
Bureau	Security Installation Organisation
Concept Panel	Inner Range Controller
Integrati Panel	Inner Range Smart Controller
Sky Command	Inner Range online application that allows users to control their alarm system
Sky Tunnel	An Inner Range additional reporting format.

NOTES

This image shows a full page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. In the top right corner, there is a faint, stylized logo consisting of the letters 'M' and 'L' in a light red or pink color. The rest of the page is completely blank, with no text or other markings.

NOTES



A series of horizontal lines for taking notes, spanning the width of the page below the header.